

1. Conditions

By purchasing a ticket, you agree to be bound by these terms and conditions. Charles Sturt University may change these terms and conditions at any time. Any changes will only apply to ticket purchases made after such changes.

2a. Refunds

Charles Sturt University will process refunds within our ticketing system, CVENT, up until the closing date of registration by 11.59pm on 18 March 2025. Please refer to your confirmation email to cancel your booking. A refund will only be available prior to registration closing.

Proof of purchase may be required. In most cases, refunds will be processed to the credit card originally used for the purchase.

Charles Sturt University is not liable for any other losses incurred by you as a result of the cancellation, rescheduling, relocation, or redelivery of an event, including any travel and accommodation expenses, and all liability is limited to the amount for which the ticket was purchased (including any fees and charges).

2b. No shows or cancellations

If you choose not to attend you must cancel by the closing date as listed above to receive a full refund. Any cancellations or no-shows after this date will forfeit all monies paid.

2c. Not eligible to graduate

If you do not meet the requirements for graduation (conferral of award) before the event, your ticketing will be refunded in full. Tickets will be fully refunded within 14 days of the event.

3. COVID-19 conditions of entry

Please be aware that events may be scheduled to be held, or will be held, during a time at which one or more Government directions or regulations or Charles Sturt University directions may be in force which may affect the number of persons attending events or the holding of events. If that is the case, then Charles Sturt University may:

- cancel or postpone the event;
- change the location at which the event is to be held; and/or
- change the manner in which the event is delivered (for example, live-streamed).

Charles Sturt University will promptly advise you if any of the above changes occur in which case you may elect to either hold onto your ticket (in the event of postponement) or otherwise seek a refund.

If you attend a live event, it is a condition of entry that you comply with all applicable Government directions, orders, and regulations and Charles Sturt University directions relevant to attending events.

If at the time of the event, either you are feeling unwell or are subject to a self-quarantine or self-isolation period, you should not attend the event.

If you do attend the event, you agree to assume all risks associated with COVID-19.

4. Supplying own gown

If you choose to supply your own gown, it must be of the Cambridge style, in black, correct for your award level. If the Graduation Team determines that your gown is not suitable, a gown will be issued to you on the day.

5. Live Streaming and Photography during the event

Please be advised that videotaping, filming (including audio), or still photographs will be taken during Graduations for use in Charles Sturt advertising, media publicity, publications, web displays, live streaming, or any other Charles Sturt purpose.

By entering this event, you consent to Charles Sturt videotaping, filming (including audio), or photographing you and using your image and likeness.

If you have any queries or do not wish Charles Sturt to use your image, please contact:

studentevents@csu.edu.au