



Ticketing FAQs

These FAQs explain general ticketing information. They do not replace the [Terms and Conditions](#). If you cannot find the information you need here or in our Conference Terms and Conditions please call 07 3252 9411 or email conference@qamh.org.au.

What are my payment options?

To secure your registration payment can be made immediately through Eventbrite with a credit or debit card. Eventbrite accepts the following credit/debit cards: Visa, Mastercard and American Express. All transactions will appear on your statement as 'Eventbrite'.

Who is eligible for a QAMH member ticket?

QAMH member tickets are available to employees and volunteers of an organisation that is a current general, industry or individual member.

Please refer to our list of member organisations <https://www.qamh.org.au/membership/our-members/>.

Who is eligible for a 'carer/ consumer/ student' ticket?

- A **Carer** ticket may be purchased by a person/s who is caring for a conference attendee.
- A **Consumer** ticket may be purchased by a person who identifies as having a current or past lived experience of psychological or emotional issues, distress or problems, irrespective of whether they have a diagnosed mental illness and/or have received treatment. Consumer includes "peer", "survivor", "person with lived experience" and "expert by experience".
- A **Student** ticket may be purchased by a person who is currently enrolled in a recognised tertiary or secondary educational institution or a holder of an international student card (submitted in English).

Do I have to bring my printed ticket to the event?

No. We will have your registration details at the conference.

You will be issued a name badge upon check-in at the venue. The name badge is your official pass to obtain entry to all sessions and social functions.

Can I transfer my ticket?

A request to transfer a ticket to another individual must be made in writing to conference@qamh.org.au by 7 October 2019.

Can I cancel my ticket?

To receive a refund equal to the purchase price of the ticket less the booking or administration fee determined by Eventbrite, a request to cancel the ticket must be made in writing to conference@qamh.org.au by 7 October 2019.

The full ticket cost will not be refunded for cancellations made after 7 October 2019.