

# Conferencing FAQs

Q: I require a formalised quote to proceed with financial approval, am I able to request one?

A: Please contact our conferencing team on [meetings@canberraairport.com.au](mailto:meetings@canberraairport.com.au) or 02 6275 2222 to request a formalised quote.

Q: Can we book catering through the website?

A: Please refer [here](#) for our list of caterers approved to service the Airport Business Parks. Please note these are independent caterers and it is the client's responsibility to deal directly with the caterers.

Q: Am I able to book with another catering supplier that isn't on the approved list?

A: If you require an alternative solution for your catering needs, please contact our team directly to discuss your options.

Q: Where can I find the Terms and Conditions & Privacy Policy?

A: Documents are available at time of booking or via these links to the [Terms and Conditions](#) & [Privacy Policy](#).

Q: Do you have beverage facilities in conference rooms?

A: Our rooms do not include water jugs, glassware, or crockery. If required, please arrange directly with your caterer.

Q: Am I able to pay via an invoice?

A: If you are unable to pay via our online credit card payment system, please contact our conferencing team on [meetings@canberraairport.com.au](mailto:meetings@canberraairport.com.au) or 02 6275 2222 to request an invoice.

Q: The date I want to book is 'unavailable', what does this mean?

A: If a date shows as unavailable, this means it is booked out on that date. Please contact our team if your dates are not flexible, as we may have another space available that we can recommend.

Q: I need to cancel my booking, what is your refund policy?

A: Our full refund policy is available in our [Terms and Conditions](#). If you are looking to make a cancellation, please send this request directly to [meetings@canberraairport.com.au](mailto:meetings@canberraairport.com.au) and a member of the team will be able to assist.

Q: I require assistance on the day of my booking, will there be someone in the venue if I need help?

A: Our conference spaces operate autonomously. They will be opened prior to your arrival and you won't be disturbed throughout the duration of your booking. If you need some extra help, you are welcome to contact our conferencing team directly throughout the duration of your booking and a member of the team can attend.

Q: I've left an item behind in the venue, what can I do?

A: Please contact our conferencing team directly to notify us of any lost property.