

APPEA 2019

CONFERENCE AND EXHIBITION

Participant terms and conditions

Registration All registration fees must be paid in full prior to the event or by 5:00pm AEST Friday 24 May 2019 to guarantee and confirm registration. Once payment has been received, an email confirmation and receipt will be provided. If payment is not made at the time a registration is lodged then registration will be deemed provisional and APPEA reserves the right to deal with such registrations in its absolute discretion.

APPEA reserves the right to levy an administration fee for any notice of cancellations by attendees or delegates received in writing. For cancellations received in writing by 5:00pm AEST Wednesday 15 May 2019, a full refund (less \$475 for full registrations, \$235 for day registrations and \$75 for exhibition staff registrations to cover administration costs) will be made.

No refunds will be issued for cancellations received after this date. In addition, full cancellation fees will apply for social functions cancelled 5:00pm AEST Wednesday 15 May 2019. Should you be unable to attend the event, then a substitute delegate or attendee is welcome at no extra charge on the condition that the conference administrators Sane Event Group are notified in writing by 5:00pm AEST Wednesday 22 May 2019. Any request for name changes after this date will incur an administration fee of \$55. All changes and cancellations must be made in writing (email appea2019@saneevent.com.au). No changes or cancellations will be accepted verbally or by fax.

Please note: If a registration is submitted and is unpaid, no cancellation notice is received and the delegate does not attend the event, this will still be considered an active registration and payment will be requested in full by the conference administrators.

In the event of a lost name badge onsite, a replacement fee will apply.

Early bird registration close at midnight on Friday 5 April 2019. If full payment has not been received by 5:00pm AEST Friday 19 April 2019 for an early bird registration, APPEA will charge the standard registration fee for that delegate.

Payment All registrations should be accompanied by an appropriate form of payment. All credit card payments will be accepted except for Diners. Any surcharge applied by the relevant card provider will apply to all credit card transactions. All figures are quoted in Australian dollars and include GST. A tax invoice will be included with your confirmation email.

Please note: Delegates will not be permitted access to the conference unless payment is received in full by the conference administrators, Sane Event Group. Please do not send your payments directly to APPEA.

Behaviour Subject to applicable law (including the Australian Consumer Law), APPEA reserves the right in its absolute discretion to prohibit entry of any person to an APPEA event, or eject any person from an APPEA event based on behaviour deemed inappropriate,

unacceptable or unreasonable by APPEA staff and/or its agents and others working under its authority.

Program APPEA reserves the right to change or alter the published program at any time. In such an event APPEA will use every endeavour to ensure a program of equivalent standard is provided.

Cancellation Subject to applicable law including the relevant provisions of the Australian Consumer Law, in the event that APPEA is required to cancel the event or program, the liability of APPEA will be limited to a refund of the registration fee or re-scheduling the event and to the fullest extent permissible under law APPEA will not be liable for any loss, damages, costs, indirect or consequential damages for breaches of these terms and conditions.

Event speakers Any views expressed by speakers remain at all times their own personal views. Subject to applicable law, APPEA does not accept liability for any advice given, or views expressed by any speaker at any event or conference or in relation to any materials provided to delegates or attendees. Delegates or attendees should advise APPEA of any special access requirements at the time of registration.

Force majeure Except as required by law, APPEA will not be liable for any loss, damage, injury, costs or expenses in relation to:

- acts or omissions of an independent contractor or other party outside of APPEA's control who supplies products or services in connection with the event;
- events which are unforeseeable or not preventable by reasonable diligence on APPEA's part including but not limited to industrial action, blackouts, fire, war, terrorism, civil or military unrest, explosions, earthquakes, floods, labour disputes, acts of God or any other event or cause beyond APPEA's control; and
- Unknown or unforeseen defects in any venue, vehicle, device or material used in connection with the event.

Photography All delegates or attendees are advised that APPEA and its agents may take photographs of any individuals attending the event for future promotional purposes and in consideration of payment of the registration fee you consent to the taking of any photographs and waive any rights to the future use of your image by APPEA for these purposes.

Privacy policy APPEA is concerned with the protection of your privacy. We acknowledge and abide by our obligations under the Australian Privacy Principles contained in the *Privacy Act 1988* (Cth) as amended. APPEA collects and stores your personal information for the purposes of providing registration and delegate services, education and training programs, and improving and promoting products and services, and membership status in various ways. To view full details of APPEA's privacy policy please visit our website at www.appea.com.au/privacy-policy.

Delegate list APPEA will distribute a delegate list in the week prior to the event via email and at the event via the Mobile App and to the Principal sponsors before and after the event. Attendees can opt out of these lists when registering for the conference. Should you not wish to have your details to be provided by way of delegate lists or other communications to the conference sponsors, please email in the first instance akelly@appea.com.au. If you have any questions or concerns about your privacy in relation to this event please contact csutton@appea.com.au.

Accommodation bookings should be made at the time of registration to ensure you obtain accommodation at the property of your choice. Bookings must be made on the applicable section of the online registration form. Delegates will be responsible for payment of their accommodation and all costs incurred during their stay upon check out at the hotel. Some hotels may charge a one night deposit to your credit card prior to the event. This amount will be deducted from the credit card provided directly by the hotel.

Disclaimer: It is your responsibility to review the accommodation provider, the facilities and the conditions in which the booking is offered. APPEA does not accept any liability for any loss or damage that you might suffer due to unsatisfactory accommodation arrangements made by you. Please take care when assessing and booking accommodation arrangements.

Accommodation cancellations and amendments No cancellation fee will be charged if you advise an amendment or cancellation in writing to the conference administrator, Sane Event Group, at appea2019@saneevent.com.au before 5:00pm AEST Tuesday 9 April 2019. A cancellation fee of one night will be charged for cancellations or reduced room nights between 5:00pm AEST Wednesday 10 April 2019 and 5:00pm AEST Friday 2019 (inclusive). No refunds will be provided for cancellations or reduced room nights 5:00pm AEST Friday 26 April 2019. No refunds will be provided for cancellations or reduced room nights after 5:00pm AEST Friday 26 April 2019.

The credit card provided at the time of booking will automatically be charged by the nominated hotel, for any cancellation fees incurred. No new bookings or accommodation changes can be made over the phone. All bookings/changes must be made in writing to appea2019@saneevent.com.au.

After Friday 24 May 2019, accommodation should be booked or amended directly through the hotels. Please note, after Friday 24 May 2019, the conference administrators are not responsible for advising hotels of changed circumstances, even if they are advised of a cancellation/change of registration details. Hotels will directly debit delegates' credit card details for cancellations and no shows (if not advised prior). Please ensure you are aware of the conference registration cancellation policies as outlined above.