

Terms and Conditions

High Profile Events (Australia) Pty Ltd – (HPE)

Agreement

By agreeing to these Terms and Conditions you confirm that you are registering to attend an event managed by HPE and all fees associated with your participation at an event are payable in full as per HPE's payment terms. You may register on behalf of others. However, you are deemed to be liable for all associated fees for all event participants you register.

Please ensure you register for the correct event and choose the add-ons and accommodation relevant to your requirements. Should you require assistance at any time please do not hesitate to contact HPE via email or phone 61 3 9583 4991 prior to finalising your registration.

Registration Confirmation

On completion of your registration, a confirmation email will be sent to your nominated email address. Please check your registration carefully. Should an error have been made, please contact HPE within 24 hours via email or phone 61 3 9583 4991 to withdraw or amend your registration. Should you not contact HPE within 24 hours, a cancellation fee will apply.

Registration Payment Terms

Payment of your registration fee and any selected add-ons are due on completion of your registration. Alternatively, a tax invoice will be emailed to you including a due date for payment and confirmation of your registration. A copy of your tax invoice is available via your dashboard at any time. All fees are payable by the due date shown on the Tax Invoice. Receipt by HPE of a remittance is considered payment.

Any event registrations with outstanding balances at the commencement of the relevant event will be cancelled. Amounts already paid will not be refunded.

Registration Cancellation Policy

Should your circumstances change and you are unable to attend an event, you must contact HPE no later than 30 days prior to the event. A cancellation fee of \$150.00 will apply to cover costs incurred in relation to your registration. Should you cancel less than 30 days prior to the commencement of the event, no refund will be payable.

Accommodation Bookings

Should you book accommodation via HPE, a confirmation email will be sent to your nominated email address. Please check your accommodation carefully, especially your arrival and departure dates.

Should an error have been made, please contact HPE via email or phone 61 3 9583 4991 as soon as possible to advise amendments.

Accommodation Payment Terms

Accommodation payments are due on completion of your booking. Alternatively, a Tax Invoice will be emailed to you including a due date for payment of the accommodation.

If full accommodation payment is not paid 45 days prior to your arrival date, your accommodation booking will be deemed cancelled, unless by prior written agreement with HPE.

Accommodation Cancellation Policy

Accommodation providers have their own cancellation policies, and they generally apply when cancellations are made less than 30 days prior to arrival. If you have booked accommodation through HPE and wish to cancel or amend your accommodation, contact HPE as soon as possible. HPE will advise the cancellation policy of your accommodation provider, prior to cancelling or amending your booking, to ensure you are fully aware of any non-refundable deposits.

Credit Card Payments

HPE will accept payment by Visa or MasterCard at time of registration. Surcharges will be applied prior to finalising your payment and are non-refundable. Credit card payments entered via your dashboard will be processed directly by HPE's payment gateway. Your credit card details will not be stored by HPE.

International Credit Card Payments

Due to the increase in credit card fraud, international credit card payments will not be processed automatically via HPE's Credit Card Merchant. Your payment will be processed by HPE's Credit Card Merchant once HPE has reviewed your registration. You may be required to provide a copy of your current passport and the front and back of your credit card prior to your payment being processed.

Visas

Due to strict visa requirements for the countries listed below, registrations and presentations will not be confirmed until the applicant has obtained a visa.

Benin, Burkina Faso, Cape Verde, Côte d'Ivoire, Gambia, Ghana, Guinea, Guinea-Bissau, Liberia, Mali, Niger, Nigeria, Senegal, Sierra Leone, Togo, Cameroon, Kenya, Somalia, Iran, Pakistan, Algeria, Libya, Egypt.

Refund Policy

Refunds on any items are not payable if you simply change your mind. However, if your circumstances change please contact HPE immediately via email or phone 61 3 9583 4991 to amend your registration or associated requirements.

HPE will refund any fees paid to HPE as a result of amending your registration and/or associated requirements, subject to the relevant cancellation policy, within 7 business days of receiving a refund request.

Should an event be cancelled or postponed due to unforeseen circumstances, HPE will endeavour to process a refund within 90 days of such circumstances becoming known.

Refunds will only be processed to the credit card or bank account of the individual, organisation or institution from which the payment was received. Should payment have been via cheque you will be contacted to confirm your current mailing address, and a cheque will be mailed to you.

Health and safety terms

Event participants are expected to behave in a safe and courteous manner at all times.

HPE endeavours to facilitate access at and around events for those with limited mobility. If you have any mobility limitations, please ensure you answer the access question during registration or please contact HPE via email or phone.

Events organised by HPE are planned to provide safe and enjoyable knowledge-sharing and professional networking opportunities for persons over the age of 18 years. All participants at events organised by HPE must be over the age of 18 years. Conference content is often-times unsuitable for children. Admittance is not provided for persons not considered to be event participants. The exception to this is infants being breastfed.

Breastfeeding parents bringing infants to an event organised by HPE acknowledge that:

- HPE and the venue are not liable for any injury to infants, as all events are organised specifically for persons over 18 years of age.
- Each venue offers different types of facilities for parents with infants. However, some do not provide any.

Dietary requirements are provided for to the best of venues' capabilities. If you have any dietary requirements, please make them known during registration or please contact HPE via email or phone no later than three weeks prior to the event.

Kosher and Halal meals require additional planning and sometimes pricing which may need to be shared with the event participant. Kosher and Halal diets must therefore be made known to HPE five weeks prior to the event so that arrangements can be made that are acceptable to event participants and the organisers. The organisers and event committee will endeavour to cover the additional cost of Kosher and Halal meals, where possible. This will be at HPE's discretion.

Provisions

1. Communication will generally be by email or phone. You agree that email and phone communications are contractually binding in the same way as properly signed and dated documentation sent by post.
2. Nothing in this agreement or on our websites, or any website owned, operated, licensed or controlled by HPE shall confer on any third party any benefit or obligation.
3. If any of these terms are at any time held by any jurisdiction to be void, invalid or unenforceable, then they shall be treated as changed or reduced, only to the extent minimally necessary to bring it within the laws of that jurisdiction and to prevent it from being void and it shall be binding in that changed or reduced form. Subject to that, each provision shall be interpreted as severable and shall not in any way affect any other of these terms.
4. No waiver by us, in exercising any right, power or provision in this agreement shall operate as a waiver of any other right or of that same right at a future time; nor shall any delay in exercise of any power or right be interpreted as a waiver.
5. In the event of a dispute arising out of or in connection with these terms or any contract between you and us, then you agree to attempt to settle the dispute by engaging in good faith with us in a process of mediation before commencing arbitration or litigation.
6. HPE is not liable for any breach of its obligations resulting from causes beyond our reasonable control.
7. This agreement shall be governed by and construed in accordance with the law of Australia, and all international governance is expressly excluded.
8. You are deemed to have accepted these terms and conditions when you proceed with the registration process by ticking "I agree" and selecting continue via your dashboard.

Glossary of terms

Event participant: Delegate, speaker, exhibitor, sponsor, dinner guest, social function guest

Infant: Child being breastfed

The organisers: High Profile Events (HPE)

Dietary requirement: A requirement to exclude certain foods for medical/health reasons, religious reasons or environmental reasons.