

## Participant Terms and Conditions

### Registration

All registration fees must be paid in full prior to attending the event. 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 ENA reserves the right to deal with such registrations in its absolute discretion.

ENA reserves the right to levy an administration fee for any registration cancellations. For cancellations received in writing by 5:00pm AEST Tuesday 19 October 2021, a full refund will be given less an administration fee (\$475 for full registrations, \$235 for day registrations and \$75 for exhibition staff registrations). No refunds will be issued for cancellations received after Tuesday 19 October 2021.

In addition, full cancellation fees will apply for social functions cancelled after 5.00pm AEST Tuesday 19 October 2021.

Should you be unable to attend the event, then a substitute delegate or attendee is welcome at no extra charge on the condition that ENA is notified in writing by 5.00pm AEST Tuesday 19 October 2021. Any request for name changes after this date will incur an administration fee of \$55.

All changes and cancellations must be made in writing via email to [EN2021@energynetworks.com.au](mailto:EN2021@energynetworks.com.au). No changes or cancellations will be accepted verbally or by fax. Please note: Unpaid registration are considered active until a cancellation is received in writing and full payment will be required by the conference administrators.

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

### Early bird

Early Bird registration closes at midnight on Tuesday 17 August 2021. If full payment has not been received for an early bird registration by 5.00pm AEST Wednesday 18 August 2021 ENA will charge the standard registration fee.

### Payment

Registrations can be paid through the registration portal by Visa or Mastercard. A credit card surcharge will apply. All amounts are in Australian dollars and include GST. A tax invoice will be included with your confirmation email.

For registration to be paid by Electronic Funds Transfer please request a tax invoice.

Please note: Delegates will not be permitted access to the conference unless payment is received in full by ENA.

### Behaviour

Subject to applicable law (including the Australian Consumer Law), ENA reserves the right in its absolute discretion to prohibit entry of any person to an ENA event, or eject any person from an ENA event based on behaviour deemed inappropriate, unacceptable or unreasonable by ENA staff and/or its agents and others working under its authority.



## **Program**

ENA reserves the right to change or alter the published program at any time. In such an event ENA 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 ENA is required to cancel the event or program, the liability of ENA will be limited to a refund of the registration fee or re-scheduling the event and to the fullest extent permissible under law ENA 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, ENA 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.

## **Special Access**

Delegates or attendees should advise ENA of any special access requirements at the time of registration.

## **Force majeure**

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

- a acts or omissions of an independent contractor or other party outside of ENA's control who supplies products or services in connection with the event;
- b events which are unforeseeable or not preventable by reasonable diligence on ENA'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 ENA's control; and
- c 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 ENA 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 ENA for these purposes.

## **Privacy policy**

ENA 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. ENA 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 ENA's privacy policy please visit our website at <https://www.energynetworks.com.au/about/privacy-policy/>

## **Delegate list**

ENA will distribute a delegate list to the Principal & Major sponsors before and after the event. Attendees can opt out of these lists when registering for the conference. If you have any questions or concerns about your privacy in relation to this event please contact [en2021@energynetworks.com.au](mailto:en2021@energynetworks.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. ENA 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 ENA via [EN2021@energynetworks.com.au](mailto:EN2021@energynetworks.com.au) before 5:00pm AEST Friday 24 September 2021. A cancellation fee of one night will be charged for cancellations or reduced room nights between 5:00pm AEST Friday 24 September 2021 and 5:00pm AEST Thursday 21 October 2021 (inclusive). No refunds will be provided for cancellations or reduced room nights from 5:00pm AEST Thursday 21 October 2021.

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 [EN2021@energynetworks.com.au](mailto:EN2021@energynetworks.com.au).

Hotels will directly debit delegates' credit card details for no shows (if not advised prior). Please ensure you are aware of the conference registration cancellation policies as outlined above.

