



2018 National Landcare Conference

10 - 12 October 2018

Registration, Cancellation and Refund Policy

1. Purpose

To clarify Landcare Australia Limited's (LA) policy in respect of event registration, cancellation and refunds (as applicable).

2. Scope

This policy covers the 2018 National Landcare Conference and Awards (Event) which will be held between 10 – 12 October 2018 at the Brisbane Convention and Exhibition Centre.

3. Definitions

Administration Fee: A fee deducted from a refund. It is intended to cover the costs associated with processing any cancellation of the registration and organising payment of the refund.

Registration Fee: The fee payable to entitle the delegate to attend the Event.

4. Policy Statement

4.1 LA reserves the right to alter any of the arrangements for the Event as published, either before or during the Event and to cancel or terminate the Event, or to refuse a registration for the Event.

4.2 LA does not accept responsibility for any costs, charges or fines incurred by delegates in the process of attending the Event.

4.3 Only individuals who are registered and wear a name badge may attend the Event.

4.4 Prices for the Event are as advertised. No further discounts are available.

4.5 Payment of Registration Fee

a) The Registration Fee is payable prior to the commencement of the Event. If payment has not been received, attendance will not be permitted.

b) Where an Early bird discount is advertised, payments claiming the subject discount must be received no later than close of business on the closing date advertised. If Early bird fees have not been received by LA by that date, then full rates will apply.

c) Registrations where the Registration Fee is paid by EFT or Cheque will not be processed until payment has been received. If payment is received after published closing dates additional fees may apply.

d) LA reserves the right to refuse attendance to individuals who have not paid their Registration Fee in full.

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4.6 Transferring Registrations

- a) Registrations can be transferred provided that any additional charges (if applicable) are paid at the time of transfer (e.g. should a delegate want to add an Awards Gala Dinner ticket or Field Trip to their registration), and that LA is notified in writing prior to the commencement of the Event.
- b) Pre-event Substitutions are permitted only with the prior agreement of LA. Requests for substitution must be made in writing to enquiries@landcareaustralia.com.au
- c) Substitutions made on the day of the Event require written permission from the original delegate and prior payment must be made for any additional charges incurred.
- d) Delegates are not allowed to share a registration – one registration per delegate. LA reserves the right to advertise a shared registration in conjunction with a specific event. Only when advertised does it apply.

4.7 Other Matters

- a) Completed Registrations along with payment of the Registration Fee must be received by Close of Business one (1) week prior to the Event.
- b) There is no insurance component attached to either the Registration or the payment of the Registration Fee. It is strongly recommended that at the time of Registration for the Event and book your travel that you consider taking out an insurance policy relevant to your circumstances in respect of your travel to and attendance at the Event.
- c) All accommodation bookings must be made by the delegate.
- d) The delegate's contact details (name, organisation, business email, business postal address) will be provided to other delegates, sponsors and exhibitors unless the delegate selects otherwise on the Registration form.

4.8 Refund Details

Registration Cancellation	Refund Policy	Administration Fee
Thirty (30) working days prior to event	Full refund less administration fee	20% of the original registration fee
Within thirty (30) working days prior to event	No refund except in exceptional circumstances at LAL's sole discretion, less administration fee where refund is applicable. Email enquiries@landcareaustralia.com.au	20% of the original registration fee when a refund is applicable

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