



NEAS Australia

PO Box 5604, Cranbourne VIC 3977 Australia

Phone +61 2 9055 9275

Email neas@neas.org.au



NEAS EVENT TERMS & CONDITIONS

NEAS Australia (“NEAS”, “we”, “our”, “us”) reserves the right to update these Terms and Conditions at any time. Any changes will apply to future registrations and will not affect registrations already completed.

NEAS may, where reasonably necessary, restrict participation in the NEAS Conference and associated events and activities.

EVENT REGISTRATION

For questions regarding registration, please contact the NEAS Team at neas@neas.org.au. All fees, inclusions, and registration offerings are subject to change prior to purchase.

REGISTRATION, SUBSTITUTIONS AND CHANGES

Conference passes may be **transferred to another person**. Requests must:

- be made **in writing** via email to neas@neas.org.au, and
- be received **no later than 11:59pm AEST, seven (7) days before the conference begins**.

Transfers are granted at NEAS’ discretion.

Pass sharing is not permitted without prior written approval from NEAS. Unauthorised pass sharing may result in cancellation of the registration without refund.

Lost or misplaced passes may be replaced at NEAS’ discretion, and replacement fees may apply.

CANCELLATIONS AND REFUNDS

A registration fee is required to attend the conference.

1. Voluntary cancellations

Requests for voluntary cancellation must be submitted in writing to neas@neas.org.au no later than **30 days before the conference**.

- Approved cancellations will incur a **\$150 administration fee**.
- Requests received after this deadline cannot be accepted and will not be eligible for a refund.

Refund requests will be assessed within **10 working days**, and outcomes will be provided in writing. Approved refunds will be processed within **28 days**.



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2. Australian Consumer Law (ACL) rights

Nothing in these Terms limits your rights under the **Australian Consumer Law**.

If the conference is cancelled, significantly changed, or cannot be delivered as promised, you may be entitled to a refund, credit, or other remedy in accordance with the ACL.

3. Non-attendance

Registrants who do not attend the event and have not cancelled according to this policy will not be eligible for a refund.

REGISTRATION PACKAGES AND PAYMENTS

All prices are quoted in **Australian Dollars (AUD)** and include **GST**.

Payment is required at time of registration via credit card or invoice.

Registrants travelling from outside Australia are responsible for ensuring their visa is obtained in time. Visa delays do not entitle the registrant to a refund.

NEAS is not responsible for any costs related to travel, accommodation, or third-party bookings.

Cancellation fees imposed by airlines, hotels, or travel providers are the responsibility of the registrant.

Currency exchange variations between payment and refund dates (if applicable) are beyond NEAS' control and may affect refund amounts.

EVENT ATTENDANCE

By attending the NEAS Conference, you agree to the following:

1. Identification

You must wear your conference badge and lanyard at all times while onsite.

2. Participation in games and competitions

If you choose to participate in games, raffles, or competitions, you agree to abide by the decisions of NEAS and its representatives. All decisions are final.

3. Photography, video, and audio recording

By attending the conference, you grant NEAS a non-exclusive, royalty-free licence to:



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- photograph, film, and record you, and
- use your image, name, and likeness in connection with NEAS marketing, promotion, event materials, and the NEAS Professional Development Platform.

This may include publicly accessible recordings.

NEAS will not use your likeness to promote unrelated commercial products.

If you do not wish to be recorded, please notify NEAS in advance so reasonable accommodations can be considered.

4. Liability

To the extent permitted by law, NEAS is not liable for any loss, damage, or injury arising from your attendance at the event **except where caused by NEAS' negligence**.

Nothing in these Terms excludes, restricts, or modifies any rights or remedies you may have under the **Australian Consumer Law**.

PRIVACY AND PERSONAL INFORMATION

NEAS collects personal information to manage event planning, registration, and delivery.

Your personal information will be handled in accordance with:

- the **Australian Privacy Principles (APPs)**, and
- the **NEAS Privacy Policy** (available on the NEAS website).

NEAS may disclose your information to third-party service providers engaged to assist with event operations (e.g., registration services, venue systems). These providers are required to protect your information.

With your consent, NEAS may also share your information with event sponsors for marketing or networking purposes. You may withdraw consent at any time.

Any information you provide directly to sponsors or exhibitors is your responsibility. NEAS is not responsible for how sponsors or exhibitors handle personal information provided to them by attendees.

GOVERNING LAW

These Terms and Conditions are governed by the laws of **Victoria, Australia**, and you submit to the exclusive jurisdiction of the courts of Victoria.