



National Continence Health Conference

Everyone owns continence

13 – 16 May 2026, Pullman Melbourne Albert Park

Registration Conditions

Continence Health Australia (Formerly Continence Foundation of Australia) are very much looking forward to seeing you at the National Continence Health Conference 2026.

Continence Health Australia (CHA) has engaged a Conference Manager, Cornerstone Events to manage the Conference, including registration, bookings and payments.

All enquiries relating these matters should be directed to the Conference Manager at: conference@continence.org.au

Delegate registrations will only be accepted from commercial companies if that company has secured a sponsorship or exhibition package to support the event. Please contact the Conference Manager to discuss booth options if you haven't already secured your booth.

When registering to attend the Conference, you accept the following registration terms:

DEFINITIONS & ABBREVIATIONS

Event Organiser means the Continence Health Australia.

Conference Manager means Cornerstone Events

Event means the 34th National Continence Health Conference 2026

1. CONTRACT AND PRICE

1.1 All prices displayed on the website are in Australian Dollars and inclusive of GST, unless otherwise indicated.

1.2 The description of the Conference, or of any of the events forming part of the Conference, and prices, may be subject to change or correction at any time without notice. Although we seek to ensure information is correct, we make no representation or warranty as to information being accurate or complete. If we discover an error, we will try to notify you as soon as possible and allow you to cancel your order and obtain a refund if desired.

2. PAYMENTS

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2.1 Once registration is received, a confirmation email and tax invoice will be issued.

2.2 Full payment must be received to be considered registered.

2.3 Payment should be made online with valid credit cards (Visa, MasterCard or American Express).

2.4 Credit card fees will be applied at checkout. A 1.7% fee will be added for standard credit card transactions, and a 2% fee will be added for American Express (Amex) transactions.

2.5 Any accounts must be paid in full 14 days from the invoice date or 10 business days before the start date of the Conference, whichever comes first.

2.6 CHA and the Conference Managers reserve the right, without notification, to cancel outstanding accounts anytime after 30 days from date of the tax invoice being sent.

2.7 If payment is not received prior to the Conference, access will be granted only after full payment is made via credit card.

3. REFUND/STANDARD CANCELLATION POLICY

Cancellations, amendments and substitutions must be made in writing to the Conference Manager conference@continence.org.au

The following terms will apply to any notice of cancellation of attendance received:

- Up to **10 March 2026**: full registration fees will be refunded minus an administration fee of \$100.
- From **11 March 2026 to 31 March 2026**: 50% of item(s) cancelled will be refunded (unless transferred)
- From **1 April 2026** to the conference; no refunds for item(s) cancelled, substitutions only
- Accommodation cancellations made after **Monday, 9 March 2026**, will incur full cancellation fees. Failure to check in will also incur full cancellation fees. Changes to accommodation must be made in writing to conference@continence.org.au.

Any cancellations from 1 April 2026 up to the conference will be liable for the full cost.

We do understand that circumstances change and are happy to look at cancellations on a case by case basis. At any point prior the Conference, you are welcome to contact us

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in writing to nominate a substitute delegate at no extra charge.

If a registered delegate fails to attend the day without providing prior notice, then a refund will not be provided.

4. INSURANCE

Registration fees do not include insurance of any kind. Registrants and exhibitors are advised that at the time you register for the Conference to arrange personal health and travel insurance (where applicable). You are solely responsible for any physical loss or damage to your own property. The policy should include loss of fees/deposits through cancellation of your participation in the Conference, or through cancellation of the Conference, loss of international/domestic air fares through cancellation for any reason, including airline or related services strikes within Australia, failure to utilise tours/transfers or pre booked arrangements due to airline delay, Force Majeure or any other reason, medical expenses (including sickness and accident cover), loss or damage to personal property, additional expenses and repatriation should travel arrangements have to be altered.

CHA and the Conference Managers cannot take any responsibility for any participant failing to arrange their own insurance and will not accept any liability for loss or injury.

5. GENERAL

All details on the Conference website are subject to change without notice.

CHA reserves the right to make changes to the program, including presenters and sessions where necessary.

In the unlikely event that a presenter withdraws or cannot travel, CHA reserve the right to make the appropriate decision in the best interest of the Conference – this may include not offering refunds, changes to the program and cancelling sessions.

6. MEMBERSHIP

If you are not a member of CHA, [join or renew your membership here](#). This process will take 10 minutes, so please allow this time before registering as you will require your membership number whilst registering.

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7. PRIVACY STATEMENT

When you register for the Conference, we collect your personal information to facilitate your registration, payment and attendance at the event, and to otherwise run our organisations. During your attendance at the event we may collect other personal information from you by photographing or video recording your image and/or voice for use in CHA's promotional material for the event. You may refuse to provide us with some or all your personal information, however, doing so may prevent you from being able to attend the event, or reduce the services we can provide to you.

We may also use your personal information to provide you with information about CHA's events, or information related to the industry.

You may elect to unsubscribe to CHA's news lists by clicking the “unsubscribe” option on ITN emails or by sending a request to info@continence.org.au

We may disclose your personal information to third parties, including other members, our representatives, contractors and agents, our professional advisers, auditors and insurers and your representatives and agents. An example disclosure is that we may provide an attendees list for the event/s which includes your name, organisation, and state, and we may publish a photograph of you at the event/s in promotional materials, social media and/or our website.

CHA's Privacy Policy (<https://www.continence.org.au/privacy-policy>) explain how you can seek access to, and correction of, the personal information that we hold about you, as well as our complaints handling procedures.

8. DISCLAIMER

This information is correct at the time of publishing. The Event Organiser reserves the right to change without notice any part of the program and the speakers. CHA and/or its agents will not be liable for any alterations to the program and/ or speakers. The Event Organiser reserves the right to change activities, topics and presenters when necessary. The Conference Organiser shall not be liable for any loss caused by the cancellation of the Conference where such cancellation is due to Force Majeure.

9. BEHAVIOURAL CODE OF CONDUCT

The event provides a harassment-free event experience for everyone, regardless of gender, gender identity and expression, sexual orientation, disability, physical

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appearance, body size, ethnicity, culture, race, age or religion. CHA does not tolerate harassment of participants in any form. Speakers' presentations, opinions expressed by chairs and panelists and content offered in the various formats within the event must be respectful and devoid of content/images of a sexual or discriminatory nature. Unless relevant to the particular talk, sexual language and imagery is not appropriate for any event venue.

The following behaviour is deemed unacceptable:

- inappropriate approaches of a sexual nature and/or aggressive behaviour
- offensive comments, questions or posts made on event engagement technology, twitter, and other online media platforms.

It is our expectation that attendees will act in a responsible manner regarding alcohol consumption.

Event participants (this includes employees, volunteers, visitors, guests, sponsors etc) or anyone interacting with the event violating these rules may be sanctioned or expelled from the event without a refund at the discretion of the Event Organiser.

10. PHOTOGRAPHY

We will be photographing and filming at the event/s. Delegates can view and share photographs on social media including Facebook, Instagram (@continenaceaus), Twitter (@AusContinenace) and LinkedIn. If you do not wish to be filmed or photographed, please advise the Conference Manager at the Registration desk, and advise the photographer and move out of camera range.

11. PRIVACY

CHA is committed to protecting your privacy. For detailed information see the [CHA's Privacy Policy](#).