

Continence Health Australia
Professional Development Days 2026
Terms & Conditions

REGISTRATION CONDITIONS

Continence Health Australia (CHA) are very much looking forward to seeing you at the Professional Development Days 2026 (PD Days).

All event enquiries should be directed to events@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 event organisers to discuss booth options if you haven't already secured your exhibition table.

When registering to attend the Professional Development Day/s, you accept the following registration terms:

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 PD Days or of any of the events forming part of the PD Days 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

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). All bank fees are to be covered by the remitter.

2.4 Any accounts must be paid in full 14 days from the invoice date or 10 business days before the Professional Development Day start date, whichever comes first.

2.5 Continence Health Australia reserve the right, without notification, to cancel outstanding accounts anytime after 45 days from date of the tax invoice being sent.

2.6 If payment is not received prior to the Professional Development Day, access will be granted only after full payment is made via credit card.

3. REFUND/STANDARD CANCELLATION POLICY

Cancellations, Amendments & Substitutions

All cancellations, amendments, and substitutions must be submitted in writing to the Events Manager at events@continence.org.au

Cancellation Policy

The following terms apply to cancellations of attendance:

Up to 4 weeks prior to the event: A full refund will be issued, less a \$50 administration fee.

Within 4 weeks of the event: Cancellations made on or after this date will be liable for the full registration fee.

Substitutions: Substitute delegates may be nominated at any time prior to the event **at no additional cost**, provided notification is made in writing.

Non-attendance: No refunds will be given for delegates who do not attend the event without prior written notice.

Special Considerations: We understand that circumstances can change. Cancellation requests may be reviewed on a **case-by-case basis**, at the organiser's discretion.

4. INSURANCE

Registration fees do not include insurance of any kind. Registrants and exhibitors are advised that at the time you register for the PD Days to arrange personal health and travel insurance (where applicable). You are solely responsible for any physical loss or damage to your property. The policy should include loss of fees/deposits through cancellation of your participation in the PD Days, or through cancellation of the PD Days, 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.

Continence Health Australia 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 Professional Development Days website are subject to change without notice.

Continence Health Australia 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 Professional Development Days – this may include not offering refunds, changes to the program and cancelling sessions.

Membership

If you are not a member of Continence Health Australia, and would like to join, visit our [website](#) or visit the page directly at <https://www.continence.org.au/get-involved/memberships>. Alternatively contact our Membership Team Lead at membership@continence.org.au.

Privacy Statement

When you register for the PD Days, 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 the CHA 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 Continence Health Australia events, or information related to the industry.

You may elect to unsubscribe to the Continence Health Australia 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.

The CHA Policy (<https://www.continence.org.au/privacypolicy>) explains how you can seek access to, and correction of, the personal information that we hold about you, as well as our complaints handling procedures.

Disclaimer

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

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 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 Continence Health Australia.

Photography

We will be photographing and filming at the event/s. Delegates can view and share photographs on social media including Facebook, Instagram (@continenceaus), Twitter

(@AusContinence) and LinkedIn. If you do not wish to be filmed or photographed, please advise the staff at the Registration desk, and advise the photographer and move out of camera range.

Privacy

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