

### **Program Amendments**

Although every effort will be made to keep presentations as per the published program, Occupational Therapy Australia reserves the right to make any necessary changes to the program. Registrants will not be entitled to a refund or discount due to program changes.

### **Payment**

Full payment of invoices is required prior to the event. Payment terms are strictly 14 days from date of invoice or 14 days prior to the event, whichever comes first.

Early bird registrations must be paid within the advertised discount period or applicable standard rates will apply.

Payment can be made by Visa, MasterCard and Electronic Funds Transfer (EFT). Registrations received within 21 days of the commencement of the event need to be settled immediately and prior to the event. Failure to make payment as required may result in cancellation of registration.

All registrants for any OTA event must have paid their event registration fees in full prior to attending an event or risk non-admission.

### **Notification of Cancellation, Change of Registration or Transfer of Registration**

All cancellations, changes of registration type and transfer of registrations to another person must be received by email to Occupational Therapy Australia via [conferences@otaus.com.au](mailto:conferences@otaus.com.au).

No refund will be given for non-attendance at the event without prior notification.

### **Voluntary Cancellation of Registration**

A full refund less administration fee of \$150 inc. GST will be provided for all cancellations received in writing at least 30 days prior to the event. No refund will be given for cancellations received within 30 days of the event; however, an alternative delegate may be submitted. If a replacement delegate registration category is of a greater value the difference in fees will apply and must be paid prior to the event.

For cancellations due to unavoidable circumstances, where there has been an accident, injury, natural disaster or death, please contact OTA directly.

### **Group Registration Eligibility and Cancellation**

Group Registration discounts may apply when two (2) or more delegates from the same organisation are registered for a full conference registration, and payment for the group

is made in one (1) single transaction. Delegates cannot be added to a group after the initial group is processed and will not be provided the group discount.

Cancellation of an individual registration in the group made at least 30 days prior to the event will receive a refund of their registration less an administration fee of \$150 inc. GST. The cancellation of an individual registration in the group may result in the original discount no longer being applicable to the group. No refund will be given for cancellations received within 30 days of the event; however, an alternative delegate may be submitted. The replacement delegate must be from the same organisation. If the replacement delegate is not a member, the non-member fee will apply and the difference must be paid immediately and prior to the event.

Cancellation of the entire group made at least 30 days prior to the event will receive a refund of their registration less an administration fee of \$150 inc. GST per delegate. No refund will be given for cancellations received within 30 days of the event. No alternative delegates may be submitted for an entire group.

### **Transferring Registration**

All fully paid registrations are transferable to another person. Transfers must be advised by email to Occupational Therapy Australia at least 30 days prior to the event. Details must include the full name of the replacement person, their organisation, contact phone number, email address and special dietary or mobility requirements. All other registration details will be carried over to the new person unless otherwise specified. Should the new delegate not require an item previously booked by the original delegate, the cancellation and refund policy for the item cancelled will apply. If a replacement delegate is not a member, the non-member fee will apply and the difference must be paid immediately and prior to the event.

### **Processing Time for Refunds**

Refunds (less applicable fees) will be processed no later than 30 days after the conclusion of the event.

### **Change or Cancellation of Event by Occupational Therapy Australia**

It may be necessary for reasons beyond the control of Occupational Therapy Australia to alter the times, dates, itineraries or speakers of the event by notice to you at any time. In the unlikely event of cancellation of the event, the maximum liability of Occupational Therapy Australia is limited to a refund of the event registration fee with no additional liability for travel costs, hotel costs, or any other costs or expenses whatsoever. In the unlikely event of cancellation or postponement of the event due to circumstances beyond of Occupational Therapy Australia's reasonable control, Occupational Therapy

Australia cannot be held responsible for any cost, damage or expense which may be incurred by registrants as a consequence of the event being postponed or cancelled.

In the event Occupational Therapy Australia are required to change the in-person program to an online delivery method due to circumstances out of their control and the venue being cancelled, all in-person registrants will automatically be transferred to online channel registrants and the difference of fees will be refunded.

### **Force Majeure**

Occupational Therapy Australia shall not be liable for any loss caused by the cancellation of the event or where such cancellation is due to Force Majeure. Occupational Therapy Australia will use all reasonable efforts to conduct the event despite the intervention or occurrence of any such cause.

In this clause, Force Majeure means circumstances which are beyond the reasonable control of Occupational Therapy Australia and which are reasonably likely to affect Occupational Therapy Australia's successful delivery of the event or would make it inadvisable, impracticable, illegal, or impossible for a party to perform its obligations as originally contracted under this agreement, including: fire, flood, earthquake, extreme adverse weather conditions, failure of electric power, gas, water, or other utility service, collapse of building structures, widespread disease or other public health emergency (including pandemic or epidemic), strike or other industrial action, the outbreak or declaration of war, act of terrorism, revolution or government orders or action (including the declaration of a State of Emergency).

If, as a result of Force Majeure, Occupational Therapy Australia cancels the event, Occupational Therapy Australia shall use reasonable commercial endeavours to reschedule the event.

If Occupational Therapy Australia is unable to reschedule the event in accordance, Occupational Therapy Australia will issue you a non-transferable credit note for the amount of the registration fee, which may be redeemed against any appropriate future Occupational Therapy Australia membership, CPD or conference event for a period of 12 months from the date of issue.

Without prejudice to its obligations Occupational Therapy Australia accepts no liability and will not be liable for any compensation where the performance of its obligations under this agreement is affected by Force Majeure.

### **Non-Attendance**

No refund will be given for non-attendance at the conference or social events.



### **Your information and privacy**

For the purposes of an event: your details may be provided to parties directly related to the event including the event registration manager, venues, and accommodation providers for the purpose of room bookings, catering needs and other conference options.

Irrespective of your profile preferences OTA will send you confirmation, reminder and follow up emails, and other communications, that directly relate to the event you have registered for. OTA does not sell attendee lists to third-parties. Scams relating to attendance lists are prevalent, and we recommend that you apply vigilance and caution if you are contacted regarding your personal details or to purchase an attendee list from OTA.

### **Insurance**

Registration fees do not include insurance of any kind. It is strongly recommended that registrants take out insurance at the time of registration to include however not limited to; loss of fees or travel expenses through cancellation of registrant's participation in the event or through cancellation of the event, strikes, loss or damages to personal property, force majeure, or any other reason.

### **Liability**

Registrants attend the event at their own risk. Registrants agree not to hold Occupational Therapy Australia liable for any losses, damages, expenses, costs, claims or liabilities suffered or incurred by registrants including consequential or indirect losses or loss of profit through registering for the event, attending the event, cancellation of the event, failure of the event to achieve your expectations, or for any error or omission by Occupational Therapy Australia. Registrants agree not to hold Occupational Therapy Australia liable or responsible for any personal injury (i.e. physical, psychological or emotional stress) or any loss or damage to personal property.

### **Use of Photos and Videos Taken at Events**

Photos of attendees that haven't already revoked permission taken at Occupational Therapy Australia events may be used in our marketing materials. If you change your mind and do not want your image used in our marketing materials, please advise us in writing via [conferences@otaus.com.au](mailto:conferences@otaus.com.au).