



19th Reintegration Puzzle Conference (RPC)

Terms & Conditions

The Australian Goods and Services Tax (GST) is applicable to all goods and services offered by RPC. All prices are displayed in AUD exclusive of GST, however, will be subject to GST upon payment. Furthermore, all rates are payable in Australian Dollars (AUD\$).

Registration inclusions:

- Full 2-day conference attendance
- Morning tea, lunch and afternoon tea on both conference days
- Entry to welcome drinks function
- Conference satchel
- Name badge

Registration payment:

All payments will be made to the Justice Reform Initiative (the host of RPC).

Payment Options:

1. Credit/Debit Card:
 - a. The preferred payment method is credit/debit card. Accepted credit/debit cards are Visa and MasterCard. Please note all transactions will appear on your statement as RPC 2025.
 - b. Credit card surcharge of 2% applies to all credit or debit card payments.
2. EFT payment:
 - a. EFT payments will not be available for RPC except under exceptional circumstances.
3. For alternative payment methods (e.g. invoice), please contact the conference organisers in writing through rpc@conferencenational.com.au.

Acknowledgements:

Your registration and payment will be acknowledged via email with confirmation of your requirements according to your registration form. Your registration will not be processed or confirmed if payment does not accompany your form (unless an alternative payment method has been arranged as per point 3 above. In these cases registration will be “reserved” but only until the due date of the invoice).

Unpaid registrations:

In order to receive Early Bird rates, payment must be received by 30 April 2026. If payment has not been received before 1 May 2026, early bird registration will be updated to standard registration and a new invoice will be issued and sent out. Access to the RPC will not be permitted if payment has not been received before Friday 19 June 2026.

Registration amendments:

- Registrations are transferable (name change) if you are no longer able to attend.
- Amendments to your registration must be advised in writing by the registered delegate to rpc@conferencenational.com.au
- One name change per registration is free of charge. Further name changes will incur an administration fee (see below).



- All changes must be received in writing prior to the close of business Monday 15 June 2025.

Registration cancellation policy:

- Cancellations must be advised in writing by the cancelling party to rpc@conferencenational.com.au.
- A cancellation and admin fee will apply. See below for fees:

When you cancel	Admin fee	Cancellation fee
From registration launch to 27 May 2026	\$55	10% of total invoice amount
From 27 May – 9 June (4 weeks before event start)	\$55	25% of total invoice amount
From 10 June – 16 June (2 weeks before event start)	\$55	50% of total invoice amount
From 17 June (1 week before event start)	\$55	100% of total invoice amount

- For late cancellations:
 - In case of a medical emergency, a medical certificate must be provided within 72 hours of the medical emergency. Partial refunds will be considered.
- No refund will be given for non-attendance.
- The credit card surcharge will not be refunded for cancelled registrations.
- Cancellation of social events (if applicable): Payments are non-refundable after 27 May 2026.

Lived experience financial support:

People with personal lived experience of incarceration can apply to receive financial support in the way of complimentary registration and contributions towards some travel and accommodation costs. Applications will open in November 2025 and be assessed by an independent sub-committee of the local Conference Advisory Group. Successful recipients will be required to sign an agreement stating that if they are unable to attend the conference for any reason, that they will be required to reimburse all financial contributions related to their travel and accommodation costs.

Privacy statement:

Australia operates under the Privacy Act 1988 (Cth), as amended, and the Privacy Amendment (Notifiable Data Breaches), 2017. The objective of these is to protect the right of the individual to privacy of their information.

The conference organisers comply with these legislations and are committed to protect the right of the individual to privacy of their information.

ConferenceNational and the Justice Reform Initiative will not sell your personal information to third parties. If you believe that any information we are holding on you is incorrect or incomplete, please email us at rpc@conferencenational.com.au and we will promptly correct the information. You may also withdraw your consent for use of your information by advice to us in writing.

The personal information you provide during registration will be used to:

- contact you in the event of cancellation.
- contact you with information specific to this conference, such as the app or conference changes.
- enable your dietary needs and accessibility needs to be met.



The conference organisers may disclose the personal information which you provide in this form to external service providers, to whom we have contracted out functions such as printers, or catering companies, but only for the purposes outlined above.

Furthermore, the name, email address, and affiliation of attendees may be distributed to sponsors and attendees of the RPC.

Insurance:

Registration to the conference does not include insurance. It is strongly recommended and your responsibility to have insurance to cover medical, travel and registration expenses in the event of unforeseen circumstances.

Code of conduct:

The Conference Organisers and the host of the RPC reserve the right to remove from the Event at any time any delegate or sponsor deemed to be causing, or potentially causing, a disturbance or exhibiting disruptive or inappropriate behaviour. Such removal does not constitute a right to refund of any fees paid.

ConferenceNational (conference organiser) terms and conditions:

- ConferenceNational is the conference organiser contracted by the Justice Reform Initiative.
- ConferenceNational will be in charge of handling registrations for the RPC.
- ConferenceNational will contact delegates regarding registration confirmation, payments, updates, other details of the conference.
- ConferenceNational is dedicated to keeping your details private. Any information we collect in relation to you is kept strictly secure. We do not pass on, sell, or swap any of your personal details with anyone. We use this information to identify your registration only.
- ConferenceNational will neither collect nor store your credit card details. On the registration form, you will be directed to use the credit card payment facilities provided by SecurePay.
- Registration Cancellation: As ConferenceNational is hosting the registration, cancellations must be advised in writing to ConferenceNational via rpc@conferencenational.com.au to be able to be processed.
- For any questions or concerns, ConferenceNational can be contacted by calling 1300 79 20 30.