

REGISTRATION TERMS AND CONDITIONS

As a registered attendee of the UDIA 2020 National Congress (UDIA 2020), you agree to the following:

REGISTRATION DATES

Earlybird registrations will be accepted on or before 06 December 2019, 23:59 AEST. After then, the standard registration fee will apply.

REGISTRATION CANCELLATION POLICY

All cancellations and/or amendments must be made in writing to udia@dgglobal.com.au. A substitute delegate may attend in your place by prior arrangement where deemed appropriate, subject to a \$66.00 processing fee. Note that if you do not cancel and do not attend, you are responsible for payment.

Cancellations received on or before 14 February 2020 will be refunded in full, less 25% of the fee to cover administration costs. No registration refunds will be made after this date.

PAYMENT

Registration can only be made via the online booking site – credit card via Eway, or Eway payments. All prices are in Australian dollars (AUD) and include GST.

GOODS AND SERVICES TAX (GST) / TOURIST REFUND SCHEME (TRS)

All prices quoted on this website are inclusive of 10% GST (Goods and Services Tax), unless otherwise specified. GST applies to most goods and services in Australia.

The Tourist Refund Scheme (TRS) is administered by the Australian Customs Department and enables travelers departing from Australia to claim a refund of the GST and Wine Equalisation Tax (WET) paid on goods bought in Australia. For detailed information on the TRS visit the website of the Australian Customs and Border Protection Services of the Australian Government.

METHODS OF PAYMENT

Credit card: Only Mastercard, Visa and American Express are accepted via Eway.
Payment by cheque or electronic fund transfers available on written request to udia@dgglobal.com.au.

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 Congress Managers comply with these legislations and are committed to protect the right of the individual to privacy of their information.

DG global 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 and we will promptly correct the information. You may also withdraw your consent for use of your information by advice to us in writing.

Why do we wish you to provide your information?

We require your information to facilitate provision of information to you regarding the Congress and to facilitate your participation in the Congress. Information collected in respect of your proposed participation in any aspect of the Congress will be used for the purposes listed below. You can give or withhold your consent for each or all of these uses. Please indicate your preferences when completing your registration form but please note that we will be unable to forward any information relating to the Congress or to communicate with you regarding your registration if you select 'no' to receiving any electronic communication regarding UDIA 2020.

What we will do with your information?

Planning and conduct of the Congress including arrangements for your participation (e.g. accommodation booking);

In the Delegate List and App published for the Congress;

May also be provided to organisers of future occurrences of this Congress;

May be used to provide you with information of other relevant events in your area of interest.

Important Notes:

The parties who will have access to your information (subject to your preference selections on above points) are the Congress Managers, the Congress host organisation, delegates, sponsors and exhibitors of the Congress and any future organisers of the Congress.

The parties mentioned above will rely on your above consent indications for the purposes of compliance.

You may withdraw your granular consent at any time by notice in writing to the Congress Managers. You are entitled to access the information held by written application to the Congress Managers.

INTENTION TO PHOTOGRAPH

The Congress Hosts and Congress Managers have arranged for photography onsite throughout the event. The images may be used for post-Congress reports, case studies, marketing collateral and supplied to industry media if requested. If you do not wish for your photo to be taken, please inform the photographer and move out of camera range.

SOCIAL FUNCTIONS

The congress reserves the right to cancel or vary social functions if minimum numbers are not reached. Because of commitments to catering, we cannot refund social functions and additional ticket cancellations after 14 February 2020.

ACCOMMODATION CANCELLATION

Please refer to the individual cancellation policy below to ensure you are aware of cancellation penalties that may be applicable at your chosen hotel. Accommodation cannot be booked unless full payment is received. Cancellations in whole or part may incur a penalty at the hotel's discretion.

Cancellations made by DG global will incur a booking change fee of \$66.00. Alterations within 60 days of the booking will incur a charge of \$66.00. Hotels will require an imprint of your credit card at check-in for any incidentals.

HOTELS

Cancellations received within 60 days prior to the arrival date will incur a 100% cancellation fee. No-shows will be subject to a 100% cancellation fee.

Cancellations and alterations to bookings must be made in writing to udia@dgglobal.com.au. These, including early departures and “no-shows”, may incur penalties at the hotel’s discretion, possibly up to 100% of the accommodation stay.

FORCE MAJEURE

DG global, Urban Development Institute of Australia, Urban Development Institute of Australia NSW, UDIA 2020 and the Hyatt Regency Sydney, are not responsible for either the partial or total non-execution of the contract in the event of accident, an act caused by a third party, such as Acts of God including, without limitation, credible threats of natural disaster in the geographic vicinity of the hotel, war, curtailment or interruption of transportation facilities, threats or acts of terrorism or similar acts, governmental travel advisory, a governmental elevation of the terrorism alert level, civil disturbance, the issue of a travel warning by the World Health Organization or any other cause comparable events or disaster beyond the parties’ control which prevents the hotel from accommodating the clients of DG global for the event or if for the same reasons the event is cancelled by DG global.

Closure of a Hotel:

Should above mentioned offered hotel(s) close between the date the contract was signed and the start of the event, DG global will do its utmost to offer alternative options to the client. If the client confirms such an alternative option, DG global will not be responsible for any difference in rates. Should the client decline the option and book in another hotel outside of DG global’s block, pre-payments made by the client for the closing hotel(s) would be reimbursed by DG global.

INSURANCE AND LIABILITY:

Registration fees do not include insurance. It is strongly recommended that at the time you register for the Congress and book your travel you take out an insurance policy of your choice. The policy should include:

- Loss of fees/deposit through cancellation of your participation in the Congress or through cancellation of the Congress,
- Loss of international/domestic air fares through cancellation for any reason,
- Loss of tour monies through cancellation for any reason including airline or related services strikes within Australia,
- Failure to utilise tours 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,
- Medical expenses.

The Congress Managers, DG Global, cannot take any responsibility for any participant failing to arrange their own insurance. This insurance is to be purchased in your country of origin.

UDIA 2020 National Congress (UDIA 2020), Hyatt Regency Sydney, additional congress venues and hotels are not responsible for either the partial or total non-execution of the contract in the event of accident, natural disaster (either threatened or actual) in war, curtailment or interruption of transportation facilities, threats or acts of terrorism, governmental travel or terrorism advisory, strikes, lock out, civil disturbance, the issue of a travel warning by the World Health Organization or any other cause beyond the parties' control which prevents the hotel and /or venue from accommodating the clients of DG global for the event or if for the same reasons the event is cancelled by DG global on behalf of the hosting body.

The Organisers may at their entire discretion repay the delegate fee or service charge paid by the delegate, or part thereof, but shall be under no obligation to repay the whole or part of such delegate fee or service charge, and shall be under no liability to the delegate in respect of any actions, claims, losses (including consequential losses), costs or expenses whatsoever which may be brought against or suffered or incurred by the delegate, as the result of the happening of any such event.