

Terms and Conditions

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Attendee Cancellation Policy

If you are unable to attend an event, a replacement delegate may be sent in your place at no extra charge. Notification must be made in writing and received a minimum of one hour prior to the event commencing.

Townsville Enterprise does not provide refunds for cancellations made more than seven (7) days after your registration is received, therefore the invoiced fee remains payable in full.

Should you wish to cancel your registration within the seven (7) day cooling off period, we will refund your registration fee less an administration fee of 10% of the GST inclusive price per attendee. Please note, this cooling off period is available to individual or group attendee registrations only and is not applicable to commercial sponsors/partners.

Any cancellation must be made in writing and sent by email to functions@tel.com.au.

If booking within 7 days of the event start date, full payment is required and due at time of booking. No cooling off period exists and no refund will be provided for bookings/ registrations made within 7 days of the event.

Townsville Enterprise will make available event documentation, upon request, to any attendee who is unable to attend and who has paid in full. Unfortunately, some speakers may request their documents not be distributed.

Attendee Amendment Policy

Downgrading of registrations is not permitted. Registrations may be upgraded at any time.

Sharing of Passes

Townsville Enterprise does not allow shared registrations. Each registration allows admittance of one person only.

Change of Program Content

Townsville Enterprise will endeavour to ensure that event programs are correct at the time of the event. Unfortunately, we may need to alter the program prior to or during the event and reserve the right to do so without notice. We also reserve the right to postpone or cancel this event (when full refunds will be issued). Townsville Enterprise is not responsible for any loss or damage as a result of a substitution, alteration, postponement or cancellation of an event.

Please note: not all speakers choose to provide presentation papers.

Attendee Disclaimer

Any estimates or representations made by Townsville Enterprise as to the number or make-up of event participants are based on market research and experience and are estimates only and not a guarantee or warranty as to the number, actual identity, purchasing power or level of responsibility of attendees at a Townsville Enterprise event.

Group Bookings

In order to receive a Group Booking Discount (if offered), all members of the group must be included on the one invoice, be registered at the same time and registration must be finalised in a single payment.

Payment

For individual and group attendee bookings only, payment is required at the time of booking. An invoice can be arranged on request and must be paid within 7 days of the invoice being issued. No admittance will be granted where payment has not been received in full, unless a prior arrangement has been made in writing with Townsville Enterprise. If booking within 7 days of the event start date, full payment is required and due at the time of booking. For all other commercial sponsorships/partnerships, please refer to your agreement/contract for payment terms.

Administration Fees

Townsville Enterprise reserves the right to charge an additional administration fee, in accordance with current bank fees, where registrations change significantly from time of original booking. On-site registration/ payment: a surcharge may be collected in accordance with current bank fees and no discounts will be available.

Commercial Sponsors/Partners

Please refer to your sponsorship/ partnership agreement/ contract for additional terms and conditions (including payment terms).

Privacy Act Note

Our events may be promoted by a number of supporting organisations that may send you marketing material for our events on our behalf. If you do not wish to receive direct mailings from Townsville Enterprise, contact functions@tel.com.au to opt out. We will then remove your details from any of our internal mailing lists but cannot guarantee that you won't receive information about our events from supporting organisations.

Contact by Third Party Notice

From time to time Townsville Enterprise may make our attendee lists available to partners and sponsors of specific events. If you do not wish to be contacted directly by third party partners and/or sponsors, contact functions@tel.com.au to opt out. We will then remove your details from our third-party mailing lists.

Behaviour

Townsville Enterprise reserves the right to prohibit entry of any person to a Townsville Enterprise event, or eject any person from a Townsville Enterprise event based on behaviour deemed inappropriate by Townsville Enterprise staff and/or its agents and others working under its authority.

Canvassing

Canvassing by delegates is strictly prohibited at TEL events and forums. Promotional materials may not be distributed at the event/forum except by event sponsors. Delegates violating this policy will be asked to leave the event and TEL members may have their membership revoked.

Image Release

In registering for Townsville Enterprise events delegates grant permission to Townsville Enterprise, its agents and others working under its authority, to take and to have full and free use of video/photographs containing their image/likeness. It is understood these images may be used for promotional, news, on-line/multimedia, research and/or educational purposes by and for Townsville Enterprise. Delegates agree that they are not entitled to remuneration, residuals, royalties or any other payment from Townsville Enterprise in respect of their image/likeness or its use. Delegates release, discharge, and hold harmless, Townsville Enterprise and its agents from any and all claims, demands or causes of actions that they may hereafter have by reason of anything contained in the photographs or video. Should a delegate not agree to the above image release, they must advise Townsville Enterprise by contacting functions@tel.com.au.