

Terms and Conditions

High Profile Events (Australia) Pty Ltd – (HPE)

Agreement

By agreeing to these Terms and Conditions you confirm that you are registering to attend an Event managed by HPE and all fees associated with your participation at an Event are payable in full prior to the event. You may register on behalf of others; however you are deemed to be liable for all associated fees for all Event Participants you register.

Please ensure you register for the correct Event and choose the add-ons relevant to your requirements. Should you require assistance at any time please do not hesitate to contact HPE via email or phone 61 3 9596 6662 prior to finalising your registration.

Registration Confirmation

On completion of your registration, a confirmation email will be sent to your nominated email address. Please check your registration carefully. Should an error have been made, please contact HPE within 24 hours via email or phone 61 3 9596 6662 to withdraw or amend your registration. Should you not contact HPE within 24 hours, a cancellation fee will apply.

NB: No tickets will be issued prior to the event. Please visit the registration desk upon arrival at the event venue to collect your badge etc...

Registration Payment Terms

Payment of your registration fee and any selected add-ons are due on completion of your registration. A tax invoice will be emailed to you with confirmation of your registration. A copy of your tax invoice is available via your dashboard at any time. All fees are payable prior to commencement of the Event to ensure admission, unless by prior arrangement.

Registration Cancellation Policy

Should your circumstances change and you are unable to attend an Event, you must contact HPE by no later than 30 days prior to the Event. A cancellation fee of \$150.00 will apply to cover costs incurred in relation to your registration. Should you cancel less than 30 days prior to the commencement of the Event, no refund will be payable.

HPE reserves the right to amend the format or postpone an event if it is deemed to be in the best interest of all stakeholders. If any such changes are unsuitable, you must advise HPE immediately upon receipt of our notification, and a refund will be processed. If you do not advise HPE at this time, it will be assumed that you accept the amendment, and your registration will be adjusted to reflect this.

Should an Event be cancelled due to unforeseen circumstances, HPE will endeavour to process a refund within 90 days of such circumstances becoming known.

Refunds will only be processed to the credit card or bank account of the individual, organisation or institution from which the payment was received. Should payment have been via cheque you will be contacted to confirm your current mailing address, and a cheque will be mailed to you.

Credit Card Payments



HPE will accept payment by Visa or MasterCard at time of registration. Surcharges will be applied prior to finalising your payment and are non-refundable. Credit card payments entered via your dashboard will be processed direct by HPE's payment gateway. Your credit card details will not be stored by HPE.

International Credit Card Payments

All transactions are processed in Australian Dollars (AUD).

Due to the increase in credit card fraud, international credit card payments will not be processed automatically via HPE's Credit Card Merchant. Your payment will be processed by HPE's Credit Card Merchant after HPE has reviewed your registration. You may be required to provide a copy of your current passport and the front and back of your credit card prior to your payment being processed. We apologise for any inconvenience caused.

Visas

Due to strict visa requirements for the countries listed below, registrations and presentations will not be confirmed until the applicant has obtained a visa.

Benin, Burkina Faso, Cape Verde, Côte d'Ivoire, Gambia, Ghana, Guinea, Guinea-Bissau, Liberia, Mali, Niger, Nigeria, Senegal, Sierra Leone, Togo, Cameroon, Kenya, Somalia, Iran, Pakistan, Algeria, Libya, Egypt.

If you have any concerns or require clarification, please contact us.

T: 61 3 9596 6662

F: 61 3 9596 6668

E: events@hpe.com.au