



## The Queensland Water Directorate (*qldwater*) Event Terms and Conditions

By registering to attend a Queensland Water Directorate (*qldwater*) Event, you agree to accept the following Terms and Conditions.

### Registration

Registration fees are in Australian dollars and are exclusive of GST.

*qldwater* Member rates apply to all *qldwater* Members' and current *qldwater* Affiliate Members' employees. Refer to the *qldwater* website to check if you are a current member:

[https://qldwater.com.au/Our\\_Members](https://qldwater.com.au/Our_Members) or [https://qldwater.com.au/our\\_affiliates](https://qldwater.com.au/our_affiliates)

Your registration is confirmed when you receive an email notification and receipt from *qldwater*.

### Payment

All payments must be received in full to *qldwater* prior to the commencement of the event. If full payment is not received by this time, you will not be allowed access into the event.

### Cancellations

Cancellations must be notified in writing to *qldwater* – [event@qldwater.com.au](mailto:event@qldwater.com.au).

Refunds will not be issued for cancellations made 14 business days prior to the event commencement date however, substitute attendees will be accepted without charge.

### Behaviour

At all *qldwater* events the highest standards of professional, respectful, and supportive behaviour are expected. This includes treating all fellow attendees and staff (including venue staff) fairly and with dignity, courtesy and respect and not engaging in any conduct which a reasonable person would deem to be unwelcome, offensive, humiliating, or intimidating.

### Photography / Filming at Events

By registering to attend the event, attendees understand and agree that they may be photographed, filmed and/or recorded and these may be used in publications and promotional materials for *qldwater*. If you do NOT wish your image to be used you must make yourself known to the event coordinator by either phone or email.

### Sharing registration details

*qldwater* does not share attendees registration details with other event attendees or third parties. You may request contact information after the event which will only be given with consent.

### Event postponement / cancellation

*qldwater* reserves the right at any time to postpone or cancel the Event or any part of the Event, and will not be liable to the attendee for any damages, costs, losses or expenses of any kind incurred or suffered as a result.

If the Event is cancelled or postponed by *qldwater*, attendees will be notified in writing and will be refunded the registration fee, or, offered a credit for future events.



## Sponsors

1. For cancellations made within two (2) weeks of the commencement of the event, no refund will be issued however the sponsorship fee may be applied to another **qldwater** event(s) if the request is made at least two weeks prior to the event.
2. Sponsorships are not confirmed until payment is received.
3. In the event of non-attendance, no refund will be issued.
4. Sponsor registrations may not be split between two or more delegates.
5. If a **qldwater** event is cancelled for any reason, **qldwater** will advise as soon as possible of the event commencement and a full refund will be issued.
6. If the event is able to be rescheduled, sponsors will be informed of the new date. If a sponsor is unable to attend on the rescheduled date, a full refund will be issued. Alternatively, a sponsor may request the fee be applied to another **qldwater** event(s).
7. This policy may be updated without prior notification from time to time.

## qldwater COVID-19 POLICY

The WHO has labelled COVID-19 a pandemic which may bring into effect some organisational policies which prohibit travel to and attendance at our events. We will take preventive measures at our events to provide, as best we can, for the health and safety of our attendees.

IPWEAQ/**qldwater** continues to monitor Queensland Health advice in relation to events we hold, and there have been a number of recent relaxations with regards to vaccinations.

We will investigate any venue-specific requirements where our events will be held, and these will be communicated clearly before you register for an event.

For facilities at IPWEAQ/**qldwater** Eagle Farm office, there are no current restrictions in place, however those who are unwell exhibiting flu or cold like symptoms are requested not to attend events held at this location in the interest of other facility users.

Further information is available on the [Queensland Health website](#).