

Delegate Terms and Conditions

These terms and conditions apply to Energy Networks Conference and Exhibition 2024 (**Event**). The Event, hosted by Energy Networks Association Limited ACN 106 735 406 T/A Energy Networks Australia (**ENA**) is held to facilitate information sharing and business networking opportunities for stakeholders in the energy sector.

Summary of key terms and dates

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|--------------------------------------------|------------------------------------------------------------|
| Event: | Energy Networks Conference and Exhibition |
| Event dates: | 19 March 2024 to 21 March 2024 |
| Event location: | Adelaide Convention Centre, South Australia |
| Event website: | EN2024.com.au |
| Registrations open: | 14 November 2022 |
| Early bird registration close date: | 6 December 2023 |
| Registration cancellation date: | 18 February 2024 |
| Event email address: | EN2024@energynetworks.com.au |
| Delegate registration link: | en2024-conference-exhibition/register-here |

Delegate Registration

All delegate applications are handled in accordance with these terms and conditions. Delegates are required to register for Event attendance via the delegate registration link in the summary of key terms and dates set out above. The delegate may elect to pay at the time of booking, or request ENA to issue an Invoice for payment.

Registration fees must be paid in full prior to attending the Event. Once payment has been received by ENA, an email confirmation and receipt will be provided. If payment is not made at the time a registration is lodged, then registration will be deemed provisional, and ENA reserves the right to cancel or otherwise deal with such registrations in its absolute discretion.

Registration Options

There may be various options available to a delegate registering their attendance at the Event. Please select carefully to ensure the correct item/s is selected, as not all items will be available for purchase during the Event.

Registration options and fees are published on the Event website and may change from time to time at the absolute discretion of ENA.

Cancellation of Delegate Registration

ENA reserves the right to levy an administration fee for any registration cancellations. For cancellations received in writing by 5:00pm AEDT 28 days prior to the commencement date of the Event, a full refund will be given less an administration fee of 20% of registration fee. No refunds will be issued for cancellations received after 5:00pm AEDT 28 days prior to the commencement date of the Event. You acknowledge that these refund terms are reasonable having regard to ENA's reliance on participation numbers in arranging the Event.

Should you be unable to attend the Event, then a substitute delegate or attendee is welcome at no extra charge on the condition that ENA is notified in writing by 5:00pm AEDT 28 days prior to the commencement date of the Event. Any request for substitution of delegates or attendees after this date will incur an administration fee of \$55. ENA reserves the right to request photographic identification before admitting a delegate to the Event.

All changes and cancellations must be made in writing via the Event email address.

Early bird

Early bird registration closes at midnight 15 weeks prior to the commencement date of the Event. Full payment must be received by this date, otherwise a standard registration fee will be charged.

Payment

Registration fees can be paid during the registration process through the registration portal by Visa, Mastercard or American Express. A credit card surcharge will apply. All amounts are in Australian dollars and include GST. A tax invoice will be included with your confirmation email.

To make payment by Electronic Funds Transfer (**EFT**), request a tax invoice in the registration portal. All EFT payments must be received no later than 28 days prior to the commencement date of the Event.

Delegates are required to have made full payment to access the Event.

Behaviour

Subject to applicable law (including the Australian Consumer Law), ENA reserves the right in its absolute discretion to prohibit entry of any person to an Event or eject any person from an Event based on behaviour deemed inappropriate, unacceptable, or unreasonable by ENA staff and/or its agents and others working under its authority.

Program

ENA reserves the right to change or alter the published program at any time. In such an event, ENA will use reasonable endeavours to ensure a program of equivalent or superior standard is provided.

Event Cancellation

ENA may reschedule the Event to another time, date and/or location.

Subject to applicable law including the relevant provisions of the Australian Consumer Law, in the event that ENA is required to cancel the Event or program, the liability of ENA will be limited to a refund of the registration fee.

To the fullest extent permissible under law, ENA's liability is limited to your registration fee and ENA will not be liable for any other loss or any indirect or consequential damages (including lost travel or accommodation expenses).

Event speakers

Any views expressed by speakers remain at all times their own personal views. Subject to applicable law, ENA does not accept liability for any advice given, or views expressed by any speaker at the Event or in relation to any materials provided to delegates or attendees.

Special Access

ENA endeavours to provide accessible facilities at the Event. Delegates or attendees with any special access requirements should advise ENA at the time of registration.

Force Majeure

Except as required by law, ENA will not be liable for any loss, damage, injury, costs or expenses in relation to:

- a. act or omissions of an independent contractor or other party outside of ENA's reasonable control who supplies products or services in connection with the Event;
- b. events which are unforeseeable or not preventable by reasonable diligence on ENA's part including but not limited to industrial action, blackouts, fire, war, terrorism, pandemic (including for the avoidance of doubt Covid-19 or other pandemic as defined by the World Health Organisation), civil or military unrest, explosions, earthquakes, floods, storms, labour disputes, acts of God or any other event or cause beyond ENA's reasonable control; and
- c. unknown or unforeseen defects in any venue, vehicle, device or material used in connection with the Event.

COVID Interruptions

ENA recognises that the Event is being held in uncertain times due to the global pandemic. As we are planning for a full in-person conference and exhibition, should last minute border, travel or quarantine restrictions apply for an Australian state(s) and registered delegates are unable to attend in person, we will endeavour to provide the following:

- all conference sessions will be live streamed to enable two-way interaction between presenters (in-person and virtual)
- all delegates (in-person and virtual) will be able to ask questions in sessions through the Event app
- delegates prevented from attending in person by COVID related travel restrictions will automatically receive a 25% refund to compensate for missed access to in-person facilities, for example, the exhibition hall, catering and networking functions.

Photography

All delegates or attendees are advised that ENA and its agents and subcontractors may take photographs of any individuals attending the Event for future promotional and commercial purposes. On registration you consent to the taking of any photographs and waive any rights to the future use of your image by ENA, including its agents and subcontractors, for these purposes.

Privacy Policy

ENA is concerned with the protection of your privacy. We acknowledge and abide by our obligations under the Australian Privacy Principles contained in the *Privacy Act 1988 (Cth)* as amended. ENA collects and stores your personal information for the purposes of providing registration and delegate services, education and training programs, and improving and promoting products and services (including future ENA events), and membership status in various ways. To view full details of ENA's privacy policy please visit our website at www.energynetworks.com.au/about/privacy-policy

Delegate list

ENA will distribute a delegate list to exhibitors and sponsors before and after the Event. Details may include name, title, organisation and email address. Attendees can opt out of these lists when registering for the Event. If you have any questions or concerns about your privacy in relation to this Event, please contact us via the Event email address.

Accommodation

Accommodation bookings are the responsibility of the delegate. It is recommended that bookings be made at the time of registration, to ensure you obtain accommodation at the property of your choice.

In the event that accommodation booking is enabled in the registration process for the Event, bookings may be made on the applicable section of the online registration form. Delegates will be responsible for payment of their accommodation and all costs incurred during their stay upon check out at the hotel. Some hotels may charge a one-night deposit to your credit card prior to the Event. This amount will be deducted from the credit card provided directly by the hotel.

Disclaimer: It is your responsibility to review the accommodation provider, the facilities and the conditions in which the booking is offered. ENA does not accept any liability for any loss or damage that you might suffer due to unsatisfactory accommodation arrangements made by you. Please take care when assessing and booking accommodation arrangements.

Accommodation Cancellations and Amendments

No cancellation fee will be charged if you advise an amendment or cancellation in writing to ENA via Event email address before 5:00pm AEDT 6 weeks (42 days) prior to the commencement date of the Event .

A cancellation fee of one night will be charged for cancellations or reduced room nights between 5:00pm AEDT 6 weeks (42 days) and 5:00pm AEDT 4 weeks (28 days) prior to the commencement date of the Event.

No refunds will be provided for cancellations or reduced room nights from 5:00pm AEDT 4 weeks (28 days) prior to the commencement date of the Event.

The credit card provided at the time of booking will automatically be charged by the nominated hotel, for any cancellation fees incurred. No new bookings or accommodation changes can be made over the phone. All bookings/changes must be made in writing to the Event email address.

Hotels will directly debit delegates' credit card details for no shows (if not advised prior). Please ensure you are aware of the Event registration and cancellation policies as outlined above.