

Terms and Conditions

Payment

Upon completion of a valid registration, payment can be made via credit card (Visa and Mastercard) or EFT (In this case, an invoice will be issued and must be paid within 14 days, or prior to the event, whichever occurs first). Payment must be received by Energy Networks Australia prior to the event or admittance will not be permitted. All prices listed are in Australian dollars and include GST. Failure to pay an invoice may result in your registration being cancelled.

Cancellation policy

If you are unable to attend an event, a replacement attendee may be sent in your place at no extra charge. Notification must be made in writing to events@energynetworks.com.au and be received 48 hours prior to the event commencing.

If you are unable to attend and cannot send a replacement delegate, please notify in writing at least 7 days prior to the event to events@energynetworks.com.au and a refund, less an administration fee of 10% will be issued.

No refunds will be due for cancellations less than seven days prior to the event or if an attendee fails to attend the event.

In the case of the event being cancelled by Energy Networks Australia, you will be issued a full refund of your ticket price. All event cancellations, or changes to scheduled events, will be communicated via email to the email address provided upon registration.

Complimentary and discounted tickets

If an event is free of charge, you will not be requested to make a payment at registration, nor will you receive a tax invoice with your confirmation e-mail. If you qualify for a complimentary or a discounted ticket, you will have received a discount code from us prior to be entered at the time of registration.

Dietary and special requirements

We understand the importance of catering for specialised dietary needs. All reasonable dietary requirements will be catered for. However, note that in some cases event materials and/or catering cannot be guaranteed for last-minute registrations (up to 3 days prior to event).

Marketing and promotion

Promotional or marketing materials may not be distributed at the event except by event sponsors and exhibitors in accordance with their agreement and with the consent of Energy Networks Australia. Attendees violating this policy will be required to leave the event immediately.

Conduct

Sharing of an individual ticket is not permitted. Registrations are subject to availability and Energy Networks Australia reserves the right to prohibit entry to any attendee or to remove attendees from any event based on behaviour deemed unlawful, inappropriate or offensive by Energy Networks staff and/or its agents and others working under its authority.

Intellectual property

All intellectual property rights for the event content and all materials distributed at or in connection with the event are owned by the Energy Networks Australia and/or event exhibitors, partners, sponsors or speakers. Attendees may not use or reproduce or allow anyone to use or reproduce any materials distributed at or in connection with the event for any reason without the prior written permission.

Photography and filming consent

By registering for an Energy Networks Australia event, you agree that photographs and/or film footage of you may be taken. Photographs and/or film footage may be used for promotional and/or commercial purposes, including for use on the Energy Networks' website and Social Media platforms. You agree that filmed material may be reproduced as film, audio or written material.

You acknowledge that Energy Networks Australia has no control over and is not responsible for photographs and/or film footage of you taken from our website, our brochure or other publication, and reproduced elsewhere.

If you have any enquiries, please contact events@energynetworks.com.au