**Payment Policy**
Payment is due within 14 days of submitting your registration. If you are registering within 30 days of the conference you will be required to pay with a credit card when registering online.

**Confirmations and Tax Invoices**
A confirmation email with a tax invoice (attached) will be emailed when you submit your registration. If you pay by credit card a receipt will also be attached and you will receive an email from our online payment gateway eWay.

**Currency and GST**
All prices are quoted in New Zealand Dollars (NZD$) and include GST.

**Credit Card Payments**
Verve Consulting Ltd, trading as Verve - the Event Agency is the event manager to NZIEC. The name that will appear on your credit card statement is Verve - the Event Agency. Verve - the Event Agency is a New Zealand owned business and all transactions will be billed in New Zealand dollars.

You can be confident that your credit card and personal data are protected at the highest levels in the industry. This registration site is fully PCI DSS Compliant to V3.1 Level 1. We are committed to protecting your credit card and personal data at every step of the registration process.

**Direct Credit/EFT Payments**
Please include the **Reference number** shown on your Tax Invoice when making direct payment to our account, and please email Verve – the Event Agency the details including date, amount and your bank’s reference:

- Account Name: Verve Consulting Ltd
- Account Number: 03 0558 0169614 02
- Bank Name: Westpac
- Bank Branch: Courtenay Place
- Bank Address: 10-14 Courtenay Place, Wellington
- Bank/Branch Code: as above
- Swift Code: WPACNZ2W

**Registration Cancellation Policy**
Should you wish to cancel your registration, you must do so in writing to nziec@verve.co.nz by 5 July 2019. Cancellations received in writing before this date will be eligible for a refund of your registration fee minus an administration fee of NZS200+GST. Please note that refunds may not be able to be processed until after the conference is held. Cancellations received after 5 July 2019, or failure to attend the event, are not eligible for refund.

Please note that we will not process refunds where, in the opinion of Verve - the Events Agency and/or Education New Zealand, the registration or refund request does not appear to be genuine.

Education New Zealand and Verve - the Event Agency reserve the right to cancel registrations at their discretion, including those that do not appear to be genuine.
Transfer of Registration
If you find yourself unable to attend NZIEC, you may transfer your fully paid registration to a suitable person within your organisation no later than 5 July 2019. This person must be approved to attend by NZIEC before this can take effect. Details must include the full name of the replacement person, their title and email address. All other registration details will be carried to the new person unless otherwise specified. If no suitable alternative delegate can be found, then the standard cancellation policy will apply. All requests must be made to nziec@verve.co.nz. Please note that complimentary and speaker registrations cannot be transferred.

Conference Cancellation or Postponement
It may be necessary for Education New Zealand to alter the times, dates, itineraries or speakers of the conference by notice to you at any time. In the unlikely event of cancellation of the conference, the maximum liability of Education New Zealand is limited to a refund of the conference registration fee with no additional liability for travel costs, hotel costs, or any other costs or expenses whatsoever.

In the unlikely event of cancellation or postponement of the conference due to circumstances beyond Education New Zealand’s reasonable control including, but not limited to, acts of terrorism, war, acts of God and natural disaster, Education New Zealand cannot be held responsible for any cost, damage or expense which may be incurred by registrants as a consequence of the event being postponed or cancelled.

Photos/Videos
Photos and videos are taken at NZIEC and used for publicity purposes by NZIEC and our event partners. By registering to attend you agree to be in any photos taken at the event and used for publicity purposes. If you do not want to be identified in these photos, please advise us before the event.