



Fire Protection
Association Australia
Life. Property. Environment.

EVENT TERMS & CONDITIONS

PRIVACY POLICY

Event Terms & Conditions

Cancellation Policy:

Refunds are not provided for cancellations within seven days of the event date or non-attendance at the event day.

Transfer Policy:

Name substitutes are accepted provided we receive notification in writing. If the substitution is from an FPA Australia member to a non-member, payment for the different price rate will be required to transfer the registration.

Payment Policy:

Payment must be received at the time of booking or an invoice requested to secure your place at the seminar. Registration fees must be received in full prior to attending the event. FPA Australia reserves the right to refuse entry into the event as a result of outstanding payments.

Booking Confirmation:

An email confirmation and tax receipt will be distributed upon successful registration. If you do not receive the confirmation email please contact the FPA Australia Events team on 03 8892 3184 or email events@fpaa.com.au

FPA Australia Member Vouchers:

Use of FPA Australia member vouchers for events is limited to 1 x \$50 voucher per registration. Vouchers must be redeemed at the time of the payment to be applied against the registration. Vouchers can only be redeemed by financial members. Any remaining amount after purchases is not redeemable for cash or credit. Vouchers cannot be redeemed against social events, charity events or events not hosted by FPA Australia. Vouchers cannot be used in conjunction with any other offer. If you would like to know if you have any active vouchers please contact the FPA Australia Member Services team on 03 8851 3131 or at member@fpaa.com.au

Registering someone else:

Please make sure your company roster is up to date before registering additional people from your company to ensure you get the best price. New users need to be verified by the Main Contact of your company. Contact the Member Services team on (03) 8892 3131 or at member@fpaa.com.au to update your roster.

Attendance:

If registrations for an event exceeds the capacity of the venue, a standby list will be created for you to register your interest to attend. Allocation into the event from the standby list will be provided in order of receipt of registration.

The full schedule of seminars is subject to change at the organiser's discretion, including cancellation of seminars if minimum numbers are not met.

Content:

The content and material of all seminars will remain the copyrighted property of FPA Australia for reproductions and distribution purposes. Seminars cannot be filmed or reordered for personal use outside of the designated event, unless with prior approval of FPA Australia.

FPA Australia reserves the exclusive rights regarding the management, delivery and conduct of the event.

Privacy Policy

The Fire Protection Association Australia (FPA Australia) takes great care to protect the privacy of information supplied by individuals or organisations in accordance with the Privacy Act and the Australian Privacy Principles.

This Privacy Policy explains how FPA Australia collects, stores, uses or discloses any personal information and what steps we take to comply with privacy laws.

Collection and Use of Personal Information

FPA Australia will only collect personal information about you which is necessary for us to establish and administer your accounts, provide services to you or comply with the law. This information may include details such as:

Name

Contact

Address

Account numbers

Email address

Limited financial information

In most cases, the primary purpose for which we need personal information will be apparent from the context in which we collect it. If this is not the case, we will take steps to specify our purpose(s) at, or as soon as possible after, the time of collection.

Disclosure of Personal Information

Generally, FPA Australia will only use personal information for the primary purpose for which it has been collected, or for closely related business purposes. We may also use personal information to send you information about our activities, or goods and services which we deem may be relevant or useful to you.

Any information that we supply to an outside source will be strictly limited to what is required to provide the service or comply with the law.

Access and Correction of Your Personal Information

You are entitled to request access to your personal information we have on record at any time. If you believe that the information we have is inaccurate, incomplete or out of date, please contact us to correction of your records.

Security

FPA Australia takes all appropriate measures to prevent the unauthorised use, access, modification or disclosure, of your information.

Enquiries & Complaints

If you require any further information regarding the storage, handling or disclosure of your personal information, we are happy to answer any questions or to address any complaints. Email us at fpaa@fpaa.com.au and we will respond to your enquiry promptly.