



COMMUNITY HOUSING

Industry Association Victoria

Registration Terms and Conditions

Please read these Terms and Conditions carefully as they apply to your participation at the CHIA Vic 2025 Conference.

By attending, speaking, exhibiting, or sponsoring at the CHIA Vic 2025 Conference, you agree to be bound by the Terms and Conditions set out below, which form a legally binding agreement between you and the Conference host – CHIA Vic. As a condition of attendance, in-person delegates must agree to adhere to all Covid-safe measures put in place by CHIA Vic, the venue, federal or state guidelines and acknowledge that these procedures may be changed at any time in accordance with the latest health advice from the Australian Government.

CHIA Vic and Think Business Events (Conference Organiser) reserve the right to publish changes to these Terms and Conditions at any time without prior notice.

PAYMENT OF REGISTRATION

The payment of the registration is either by credit card or bank deposit at the time of registration.

After 11 March 2025 midnight AEST, only payment made by credit card will be accepted.

A registration is considered complete when full payment is received.

The Australian goods and services tax (GST) at 10% is applicable to all goods and services offered by the Conference. All registration fees listed include GST.

Registrations are individual and cannot be shared between multiple people.

DISCOUNTED REGISTRATION FEES

Early Bird registration fees

To qualify for early bird registration, registration fees must be paid in full by 28 February 2025.

If registration fees have not been received by 28 February 2025 your registration will revert to the standard Conference registration fee.

Registration fees are based on date of payment receipt, not the date of receipt of registration form.

Member Registration

To qualify for member rates, you must be a member of CHIA Vic. Your membership status will be verified upon registration. Please contact CHIA Vic directly for further details at <https://chiavvic.com.au/contact-us/>

Change to 'Social Housing Renters/Applicants

Applies to people who are renting from a community housing organisation.

Day Registration

Delegates can only purchase ONE day registration. If more than one day registration is required, then a FULL registration must be purchased.

LATE REGISTRATION

The Conference Organiser cannot guarantee the availability of collateral, social function tickets such as the Networking Drinks to Delegates who register late (inside four weeks before the Conference starts) as there is a risk that social program functions may be fully subscribed. These tickets will be forfeited and the Conference registration fees will not be discounted.

TRANSFER OF REGISTRATION

All fully paid registrations are transferable to other persons from the same organisation.

Transfers can be made by the registered person in writing to the Conference Organiser at chiavic@thinkbusinessevents.com.au no later than 31 March 2025. Details must include the full name of the replacement person, their title, contact phone number and email address. All other registration details will be carried over to the new person unless otherwise specified.

Transfer of registrations to another person will include the registration, all associated social event tickets (including additional purchases).

Should the new Delegate not require an item previously booked by the original Delegate, the cancellation and refund policy for the item cancelled will apply.

NON-ATTENDANCE/NO-SHOWS

No refund will be made for non-attendance at the Conference or social events.

CANCELLATION OF THE REGISTRATION BY THE DELEGATE

All cancellations must be made in writing to the Conference Organiser at chiavic@thinkbusinessevents.com.au.

Full Conference or one-day-only cancellations: If you have registered for the Conference as a full or a day Delegate:

You are entitled to a refund if the cancellation is received on or before 3 March 2025. However, you will incur a \$150 administrative fee.

You are not entitled to a refund of the registration fees if the cancellation is received after 3 March 2025.

Part cancellation: If you would like to cancel part of your registration package (e.g. Additional social event tickets):

You are entitled to be refunded the fee that is applicable to the cancelled part of the package, if the cancellation is received on or before 3 March 2025. However, you will incur a \$25 administration fee.

You are not entitled to any refund of the registration fee if the cancellation is received after 3 March 2025.

Final date to claim a refund: To claim applicable refunds for cancellations or alterations, please email chiavic@thinkbusinessevents.com.au on or before 3 March 2025. No refunds (in part or in full) will be accepted after this date, but you may choose to transfer your registration to another person within your organisation if permitted under these Terms and Conditions.

Processing time for refunds: Refunds (less applicable administrative fees) will be processed no later than 30 days after the conclusion of the Conference.

If your application for a visa to enter Australia is unsuccessful, the above cancellation terms apply.

CANCELLATION, POSTPONEMENT OR CHANGE OF REGISTRATION OF THE CONFERENCE BY CHIA VIC OR THE CONFERENCE ORGANISER

It may be necessary for reasons beyond the control of CHIA Vic or the Conference Organiser to alter the times, dates, itineraries or Speakers of the Conference by notice to you at any time.

In the event of cancellation or postponement of the Conference, the maximum liability of CHIA Vic or the Conference Organiser 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 event of cancellation or postponement of the Conference, due to circumstances beyond CHIA Vic or the Conference Organiser reasonable control including but not limited to acts of terrorism, war, acts of God, natural disaster or global health crises (including any government restrictions on travel or gatherings), CHIA Vic or the Conference Organiser cannot be held responsible for any cost, damage or expense which may be incurred by Delegates as a consequence of such cancellation, postpone or change.

In the event of postponement of the Conference, if the Delegate is willing to attend the rescheduled event, we will transfer the registration and guarantee the same conditions and registration entitlements at the rescheduled event.

PRIVACY STATEMENT

CHIA Vic is required to comply with the requirements of the Privacy Act 1988 (Cth) (Australia). CHIA Vic reserves the right to modify or amend this privacy and copyright statement at any time, provided that those modifications or amendments comply with applicable laws.

USE OF PERSONAL INFORMATION

The Conference will collect and store information you provide in this Registration Form for the purposes of enabling us to:

- register your attendance at the Conference;
- assist with administrative and planning purposes;
- plan and develop the Conference and other events in the future;
- facilitate your requirements in relation to the Conference; and
- allow the compilation and analysis of statistics relevant to the Conference.

The information that you provide in the Registration Form and information provided at any other time during the CHIA Vic 2025 Conference including without limitation any feedback obtained during the CHIA Vic 2025 Conference, may be used by CHIA Vic to offer, provide, and continue to improve future events and keep you updated on other services provided by CHIA Vic.

DISCLOSURE OF PERSONAL INFORMATION TO THIRD PARTIES

The Conference may disclose some of the information that is collected in the Registration Form such as your name, position and organisation to Conference sponsors and exhibitors. The Conference will not otherwise, without your consent, use or disclose your personal information for any purpose unless it would reasonably be expected that such purpose is related to the offer, provision and improvement of the Conference or where such purpose is permitted or required by law.

Delegates may give consent for disclosure of their contact details to sponsors or exhibitors during the registration process or by notifying the Conference Office in writing by 3 March 2025.

INTELLECTUAL PROPERTY USE

By registering for this Conference, all Delegates grant permission to Conference, the hosts and its agents, to take photographs and video footage at the Conference to reproduce and to distribute on social media, promotional materials and other association publications, whether in print, electronic or other media, including the Conference website. By participating in the Conference, you permit the association to use, reproduce and distribute photographs/screen shots taken of you for such purposes and waive your legal rights to pursue any cause of action against CHIA Vic related to such photographs. If you have any concerns regarding the use of photographs/screen shots taken of you during the Conference, please see the registration desk during the Conference or contact the Conference Office chiavic@thinkbusinessevents.com.au before 3 March 2025.

It is understood these images may be used for promotional, news, on-line/multimedia, research and/or educational purposes by and for CHIA Vic. Delegates agree that they are not entitled to remuneration, residuals, royalties, or any other payment from CHIA Vic in respect of their image/likeness or its use. Delegates release, discharge, and hold harmless, CHIA Vic and its agents from any and all claims, demands or causes of actions that they may hereafter have by reason of any anything contained in the photographs or video. Should a Delegates not agree to the above image release, they must advise the Conference Office.

INSURANCE

Registration fees do not include insurance of any kind. It is strongly recommended that Delegates take out insurance at the time of registration to include any eventuality including but not limited to loss of fees through cancellation of Delegate's participation in the Conference or through cancellation of the Conference, loss of airfares through cancellation for any reason including airline or related services, strikes, loss or damages to personal property, force majeure or any other reason.

LIABILITY

Delegates attend the Conference at their own risk.

Delegates agree not to hold Conference Name, or the Conference Organiser liable for any losses, damages, expenses, costs, claims or liabilities suffered or incurred by Delegates including consequential or indirect losses or loss of profit through registering for the Conference, attending the Conference, cancellation or postponement of the Conference, failure of the Conference to achieve your expectations, or for any error or omission by CHIA Vic or the Conference Organiser.

Delegates agree not to hold Conference or the Conference Organiser liable or responsible for any personal injury (i.e. physical, psychological or emotional stress) or any loss or damage to personal property.

Conference proposals and other Speaker materials express the views of the relevant Speaker(s) or author(s) alone. They do not necessarily represent the views of members of CHIA Vic or its committees. Conference materials should not be construed as a legal opinion or professional advice. CHIA Vic cannot accept liability for advice given, or views expressed, by any Speaker at the Conference or in any material provided to the Delegates.