

## Booking Terms and Conditions

### 1. Registrations

#### Confirmation

Upon receiving your registration, a confirmation email will be sent to the email address provided. Once the confirmation email has been sent, it is taken that your registration is valid. A further confirmation is sent to your email address at least five (5) business days prior to the workshop or event date.

**Please note:** On occasion event information may change from when you originally registered, as such it is important to take note of the event details contained in the final confirmation email.

#### Invoices and Receipts

All registrants receive a confirmation email upon registration. Tax Invoices are also generated at the time of registration and are available to be downloaded as part of the final registration process. Invoices will be addressed to the primary registrant. It is the responsibility of the attendee to pass this invoice onto their accounts department for processing. If you require this invoice to be generated with your company details, this information **MUST** be entered at the time of registration.

### 2. SIA Events Cancellation and Refund Policy

#### Cancellation – Paid Event

SIA requests notice of cancellation in writing seven (7) working days prior to the event date (not inclusive of the event date) for consideration of a partial refund.

Cancellations made within seven (7) days of the event may be considered for a partial refund under exceptional circumstances. Payments cannot be transferred to alternative events. Replacement registrants are welcome at any time and should be notified to [events@sia.org.au](mailto:events@sia.org.au).

#### 'No Show Policy'

Where events are free, we ask for notice at least five (5) business days for a cancellation prior to the event and not including the event day. This notice is to be sent by email to [events@sia.org.au](mailto:events@sia.org.au).

Where catering is provided for free events, the SIA will enforce a **\$50 administration fee** for 'no-show' registrations or cancellations received with less than five (5) days' notice, due to high demand and pre-committed costs. To avoid these fees, we suggest finding a replacement if at all possible. Replacement attendees are welcome at any time.

### 3. Changes

The SIA reserves the right to make changes to the event or event date if registration numbers are not met. If an event is cancelled, you will be notified in writing and your registration will be transferred to the next available date or a refund made available to you for an event registration. If a suitable date cannot be found for the course or event, your fee will be refunded in full. The Institute reserves the right to make changes to a published program without notice, however, where possible notifications of changes will be made.



## 4. Photographs

Photographers and videographers may be present at SIA events. Please notify the events team if you do not wish to have images of you published or shared. To contact the events team email: [events@sia.org.au](mailto:events@sia.org.au) or call: (03) 8336 1995

## 5. Payments

Your registration is to be **paid in full before** you attend an SIA Event. The SIA's terms of payment are **within seven (7) days** from date of invoice.

Payments can be made using the following methods:  
Credit Card, BPAY or via invoice

If your booking occurs within seven (7) days of the event date your registration fee must be **paid in full immediately, via credit card.**

Payment can be made online at the time of registration. Payment via AMEX must be made by phoning the Institute on 03 8336 1995.

## 6. Privacy and Security Policy

The SIA collects information as required in order to administer and manage registrations for our events. If you do not provide all the relevant information including your email address your registration may not be confirmed.

The SIA is committed to protecting the information collected for this purpose and will not make your details available to any third party in any instance.