

ATTENDANCE AND CANCELLATION POLICY

PURPOSE

The purpose of this policy is to establish a clear understanding of who is eligible to register for Norman Waterhouse conferences, events and networking forums, and to define the required time frames and costs involved with cancelling a registration.

This policy is divided into four sections:

- Registration eligibility
- Photo permission
- Cancellation policy
- Changes to event/programs

REGISTRATION ELIGIBILITY

Unless specified otherwise on the event or program brochure, registration for our events and programs are open to:

- Government professionals
- Council employees (including part time, on leave and staff employed by third parties)
- Employees of regional subsidiaries
- Corporate and commercial clients
- Private clients
- Norman Waterhouse invited guests

Norman Waterhouse reserves the right to refund registration fees at our discretion

PHOTO PERMISSION

By registering for this event, you accept the possibility that your photograph may be taken, and the image used or shared by Norman Waterhouse for promotional and educational purposes. If you do not agree to this use, please email a request to not be photographed to m@normans.com.au at least 24 hours prior to the event commencement.

CANCELLATION POLICY

The following cancellation policy applies to all Conferences, Events and Network Forum registrations, regardless of delivery mode (e.g., In person or virtual)

Whilst Norman Waterhouse accepts the inevitability of changing circumstances, cancelled registrations incur costs. Therefore, the following cancellation policy applies to all Conferences, Events and Network Forums:

Cancellation Received	Refund
More than 3 weeks prior to event	100%
Between 3 weeks and 1 week prior to event	50%
Within 1 week of the event	None

Substitutions are preferred and will best support your attendees.

Note:

- Registration is a commitment to pay. In the instance of a cancellation where an invoice remains unpaid, the terms of the cancellation policy will still apply and an amended invoice will be issued if applicable.

- In all cases substitutions are a preferred alternative. In this instance, no fees will be charged but Norman Waterhouse must be notified of the substitution as soon as practicable.
- In the event of extenuating circumstances, requests for waiver of cancellation fees must be made in writing to the CEO and will be honoured only if they have been confirmed in writing by the CEO.
- In this uncertain environment, we understand that you may appreciate some added flexibility. Should you find that you are no longer able to attend due to mandatory isolation, awaiting test results or feeling unwell – we will be happy to provide a refund on presentation of evidence. To help us minimise the impact of this please notify us as soon as practicable prior to the event.

CHANGES TO EVENT/PROGRAM DISCLAIMER

Norman Waterhouse reserves the right to change a speaker and/or agenda details at any time throughout the marketing lifecycle of an event or program.

We will do everything within our control to minimise the risks of changes to any event or program and will always endeavour to deliver the content that is advertised.

In the case of a change occurring in the lead up to an event, where time permits, we will notify all registrants within a timely manner.

In this uncertain environment, Norman Waterhouse will maintain a cautious approach and in-person events will only occur if we have confidence in providing a COVID-19 safe learning environment. Should restrictions mean we are unable to deliver an event as planned, we will advise all registered delegates and consider appropriate arrangements such as transitioning to an online environment, deferring or rescheduling at that time.