

Event Booking Terms and Conditions

By registering for an event online you are confirming your acceptance of all terms and conditions and warrant that you are 18 years of age or older.

1. Payment

All prices are quoted in Australian dollars and subject to Goods and Services Tax (GST).

Online credit card payment is our preferred method. Transactions will be processed through a secure online payment collection service (SecurePay). Should you wish to make a booking online but do not wish to make payment by credit card the direct deposit (EFT) option should be selected. We do not accept any cash payments.

Payment is due strictly in accordance with our standard invoice terms (30 days from date of invoice) or must be made prior to the date of the event you have registered to attend.

2. Cancellation/Refund Policy

Refund requests must be received in writing to finance@parksleisure.com.au and eligibility for a refund will be based on the following criteria:

- Requests received 14 business days prior to the event are entitled to a full refund.
- Requests received 7-13 business days prior to the event are entitled to a 50% refund.
- Requests received less than 7 business days prior to an event shall not be entitled to a refund or credit note.

Substitute attendees may be accepted at the sole discretion of Parks and Leisure Australia, provided that the substitute attendee meets any applicable eligibility criteria for the relevant event.

Refunds will be processed using the same method originally used to pay for your purchase but Parks and Leisure Australia does reserve the right to refund using an alternative method.

3. Event content

Parks and Leisure Australia reserves the right to make changes to the published program of an event including timings and/or speakers if one of the advertised speakers is unable to attend.

4. Event Venue

Events are held at various venues and locations throughout Australia. We may be required to change the published venue for an event for reasons beyond our control and in such cases you may not be entitled to receive a refund.

You are liable for any loss or damage caused to our premises or that of the external venue and agree to adhere to all housekeeping rules, procedures and policies (including policies relating to behavior and conduct) that may be in place at any venue.

If you have a disability or medical condition that requires access or other provisions at a venue, please notify us of your requirements when making your booking.

5. Force Majeure

PLA shall not be liable for any failure of or delay in the performance of this agreement for the period that such failure or delay is beyond the reasonable control of a party, materially affects the performance of any of its obligations under this agreement, and could not reasonably have been foreseen or provided against, but will not be excused for failure or delay resulting from only general economic conditions or other general market effects.

In the event of a Force Majeure PLA will seek to recover any reasonable sunk costs associated with the event and provide a minimum of a 75% refund to participants.

6. Rights in materials

All copyright and other rights (including all intellectual property rights) of materials provided for the purposes of Parks and Leisure Australia events (including, without limitation, course notes, slides, brochures, articles or case studies) are our property or that of our licensors.

7. Publicity

Photographs taken at events may be used in publicity and marketing materials, including use on the Parks and Leisure Australia website. Your attendance at an event may mean that you are featured in such photographs. If you do not wish to be included in any photograph, please notify the photographer at the relevant event.