

## MBA Event Registration – TERMS & CONDITIONS

By accepting the Terms & Conditions, registered attendees of this Master Builders event agree to the following:

### GENERAL EVENT

- All attendee information including full name, email address, contact number and dietary requirements, will be provided to Master Builders ACT a minimum of 14 days prior to the event.
- Master Builders ACT will endeavor to cater for all dietary requirements provided more than 14 days out from the event. If this information is not provided in this timeframe, we cannot guarantee that all requirements can be catered to.
- Master Builders ACT reserves the right to alter speaker/s, entertainment, program of events or cancel the event in its entirety.
- Master Builders ACT often undertakes or facilitates photography and/or video at our events and conferences. These images and footage may be used in future promotions that include but are not limited to website, direct mail, marketing collateral, email, sales documents and other uses by Master Builders ACT. Should a registered participant seek to be excluded from such future uses of images, you must register your request with a Master Builders ACT staff member on the day of the designated event. No further correspondence or permissions will alternatively be sought.

### COVID REQUIREMENTS

- All event attendees will adhere to the COVID-19 social distancing requirements of the event venue.
- All event attendees will adhere to the ACT Government event COVID-19 requirements.
- All event attendees understand that attendee information will be stored for a minimum of 28 days as per ACT Government requirements and in line with the MBA Privacy Policy.
- All event attendees are required to register their information upon event check in with the CBR Check in App or other check in requirements as determined from time to time, failure to adhere to these conditions will result in you or your guests being refused entry to the event.

### EVENT CANCELLATION

- If for any reason Master Builders ACT are required to cancel the event, e.g. pandemic (COVID-19), natural disaster, accident, emergency, etc. ticket purchasers will be offered a full refund

### TRANSFERS

- Tickets can be transferred at no cost, up to 24 hours prior to the event. Ticket holders must submit a written request to transfer each ticket and provide the new attendees full name, email address and contact number. Tickets are only considered transferred, following formal confirmation from the Master Builders ACT team.

## REFUNDS

- Ticket cancellations requested more than 30 days prior to the event, will be offered a 100% refund.
- Ticket cancellations requested within 30 days of the event, require written request to [events@mba.org.au](mailto:events@mba.org.au) and are subject to the following conditions:
  - 30 – 14 days prior to event, ticket holder MAY be entitled to a full refund
  - 14 – 7 days prior to event, ticket holders MAY be entitled to a 50% refund
  - Less than 7 days prior to event, ticket holders MAY be entitled to a 25% refund
  - “Change of mind” refunds will not be issued

Master Builders ACT will endeavor to provide a fair and equitable refund, when a refund is requested however, where Master Builders ACT has incurred non-refundable costs such as catering, entertainment etc. Master Builders ACT will be required to recoup these costs from the ticket holder as part of the ticket price.

## ENQUIRIES

If you have any questions or require any further information, please contact:

MBA Events Team

E: [events@mba.org.au](mailto:events@mba.org.au)

Ph: 02 6175 5900