

## MBA Event Registration – TERMS & CONDITIONS

By purchasing tickets, you accept the following Terms & Conditions:

### GENERAL EVENT

- You will provide all attendee information including full name, email address and dietary requirements, 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 date of the event. We cannot guarantee that your requirements can be catered for if the information is not provided in this time frame.
- 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 prior to the day of the designated event. No further correspondence or permissions will alternatively be sought.
- All event attendees must adhere to any ACT Government public health orders which impact events. Failure to do so may result in attendees being excluded from the event.
- Your name, company and email address may be shared with program partners.

### EVENT CANCELLATION

- If for any reason Master Builders ACT are required to cancel the event, including but not limited to pandemic (COVID-19), natural disaster, accident, or emergency, ticket purchasers will be offered a full refund of their tickets.

### TRANSFERS

- Tickets can be transferred at no cost, up to 48 hours prior to the event. Ticket holders must submit a written request to transfer each ticket and provide the new attendees full name and email address. 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 50% refund
  - 14 – 7 days prior to event, ticket holders MAY be entitled to a 25% refund

- Less than 7 days prior to event, are not entitled to a refund but tickets are still transferrable at this point.
- “Change of mind” refunds will not be issued
- Tickets cancelled due to COVID-19 isolation requirements may be entitled to a refund upon proof of positive result. Only positive cases are entitled to refund.

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