

Victorian Healthcare Association

Registration & Cancellation Policy



1. Purpose

To detail the way the Victorian Healthcare Association (VHA) manages event registrations and cancellations.

2. Delegate Registration

- 2.1. The VHA will provide event information and registration facilities on its website www.vha.org.au.
- 2.2. Registrations should be submitted on the prescribed form; providing as detailed information as possible.
- 2.3. Registrations will be accepted by phone/fax or email at the discretion of the VHA staff.
- 2.4. All registration fees are detailed inclusive of Goods and Services Tax (GST).
- 2.5. The event registration form can be printed out in lieu of an invoice.
- 2.6. An invoice/receipt will be posted out within five working days of registration.
- 2.7. Delegates will receive a confirmation email within two working days of registration.
- 2.8. Complimentary Registrations are at the discretion of the VHA Chief Executive Officer (CEO).
- 2.9. Event Registrations will be received up until 72 hours prior to the event.

3. Late Registrations

- 3.1. Registrations received within 72 hours of the event may incur an additional charge.
 - 3.1.1. This charge will not exceed any amount charged to the VHA by the venue for late registrations.
 - 3.1.2. Charges for late registrations remain the discretion of the VHA CEO or delegate.

4. Delegate Payment

- 4.1. Payment is accepted by the following methods:
 - 4.1.1. Credit Card Visa, MasterCard
 - 4.1.2. Cheque: Made payable to 'The Victorian Healthcare Association Ltd'.
 - 4.1.3. Electronic Funds Transfer (EFT).
- 4.2. A receipt will be posted out following full payment.

5. Non-Payment

- 5.1. Delegates whose registration fees are unpaid prior to the event will not be permitted access without completing a Credit Card Authorisation (CCA) form.
 - 5.1.1. The CCA form provides for the VHA to process a payment against the supplied credit card details if payment is not received within 30 working days of the event.

6. Personal Information

- 6.1. By registering for an event, delegates consent to their Name, Job Title and Organisation being placed in a delegate list provided to all delegates.
 - 6.1.1. Delegates who wish to have their name excluded from this list should contact the VHA at the time of registration.
- 6.2. By registering for an event, delegates consent to the possibility that their image may be ambiently captured in event photography. If you do not wish your photo to be taken, advise the photographer accordingly.

7. Cancellation/Non Attendance

- 7.1. Cancellations will be accepted up until seven days prior to the event
- 7.2. Cancellations received within seven days of the event will incur the full registration fee
- 7.3. Non-attendance at an event will incur the full registration fee

8. Delegate Name Changes

- 8.1. Delegate name changes are acceptable up until 4pm on the day prior to the event. These delegate details may not be included in all event documentation.

Last Revised: September 2008

Next Revision: September 2010