

## Event Terms & Conditions and Booking Policy

These terms apply to all events, programs, and activities run by Energy Club WA. By registering for an event, you agree to comply with these conditions. This policy ensures fair access, clarity, and appropriate conduct for members and guests.

### 1. Eligibility and Bookings

- By registering for the event (includes the reservation of tickets and bookings made through the online booking system) you accept that you have confirmed your booking and that payment will be due as per the advertised ticket price for the event. Cancellations will only be accepted if they meet the terms and conditions outlined in the cancellation policy
- Only current and financial members are eligible for member-rate tickets.
- Guests must be registered as part of a financial member's booking to receive the member guest rate.
- All bookings must be confirmed through the Club's online platform or with Club staff in writing.
- Registrations are confirmed upon receipt of full payment unless otherwise specified.

### 2. Payment Terms

- All event fees are payable prior to the event unless prior written agreement has been made with the Managing Governor.
- Prices are listed in Australian Dollars and include GST unless stated otherwise.
- Accepted payment methods include online credit card payment or approved invoice arrangement.

### 3. Cancellations and Refunds

- Cancellation must be received in writing (email) and must be received by close of business at least five (5) working days before the event to be entitled to a refund for the booking. The cancellation will be acknowledged by return email (or alternative method and in writing) and at this time your cancellation will be considered confirmed.
- Cancellations within 5 business days of the event will not be refunded, but substitutions may be made.
- No-shows or late cancellations without notice will forfeit the full registration fee.
- Where an event is cancelled by Energy Club WA, registrants will be offered a full refund or credit.

### 4. Substitutions

- Attendee substitutions may be made at any time up to 24 hours prior to the event.
- The substitute attendee must meet any event-specific eligibility criteria.

### 5. Event Changes and Cancellations

- Energy Club WA reserves the right to alter event details including venue, time, content, or speakers where necessary.
- Should an event be postponed, all bookings will be transferred to the new date or refunded upon request.

## 6. Conduct and Behaviour

All attendees must adhere to the Club's Code of Conduct and act respectfully to others and the venue.

## 7. Photography and Media

- By attending events, you consent to the Club capturing and using photographs or recordings for promotional purposes.
- Please notify staff before the event if you do not wish to be photographed.

## 8. Privacy

Personal information collected at registration will be handled in accordance with the Club's Privacy and Data Protection Policy.

## 9. Enquiries

For all booking queries or cancellations, please contact: [info@energyclubwa.org.au](mailto:info@energyclubwa.org.au)

## 10. Review and Oversight

This policy will be reviewed annually or as required by the Board of Governors.

<b>Created by:</b>	K McCarthy	<b>Revision:</b>	1
<b>Approved by:</b>	J Van Hattum	<b>Date:</b>	1 June 2026

A handwritten signature in black ink that reads 'Jop Van Hattum'.

President