

TERMS AND CONDITIONS

CONFIRMATION

Tentative booking

A registration will be considered tentative pending receipt of a deposit within seven (7) days of registration. UDIA (Qld) reserves the right to cancel any tentative registrations and, without further notice, reallocate the registration to other interested parties.

Confirmation of booking

All registrations are required to adhere to the schedule as detailed in this agreement. Deposits are treated as security deposits and are non-refundable. In the event of cancellation the forfeited deposits will be applied towards payment of the cancellation fee.

Payment Schedule

Due to third party booking arrangements, final payment is due by **26 May, 2017**. Please refer to the payment schedule below:

Payment Due Date	Payment Total
Within 7 days of online registration	\$1,500 (incl. GST) non-refundable deposit
31 March, 2017	50% of total registration fee (excl. deposit)
26 May, 2017	Total remaining registration fee

Late registrations

Registrations received after the RSVP date of **Friday 26 May, 2017** are required to be paid in full upon registration and may incur additional fees due to increased hotel rates.

Tour capacity

UDIA (QLD) requires a minimum number of seventeen (17) delegates for the 2017 UDIA (Qld) International Tour of Excellence, to proceed. If minimum numbers are not achieved, UDIA (Qld) has the right to cancel the tour.

CANCELLATION POLICY

If UDIA (Qld) cancels the 2017 UDIA (Qld) International Tour of Excellence due to minimum numbers not being met, you will be refunded all monies prepaid, including all deposits, within 14 days of the scheduled departure.

UDIA (Qld) reserves the right to cancel any registration if it has reason to believe that the event will adversely affect the smooth conduct of the UDIA (Qld)'s business, security or reputation.

If you need to cancel your registration, written notification is required as soon as possible and the cancellation fees set out in the following schedule will apply.

In the event of full cancellation of the registration by the attendee, all deposits will be forfeited and the following cancellation penalties will apply:

Number of Days Prior to the Scheduled Commencement Date of the Event	Cancellation Fee Applicable (As a percentage of lost accommodation, travel and activity expenses)
N/A	\$1,500 (incl. GST) non-refundable deposit
120 - 61 days prior to departure	65% of total registration fee
60 - 31 days prior to departure	85% of total registration fee
30 - 0 days prior to departure	100% of total registration fee

CHANGES TO REGISTRATIONS

Accommodation

Changes to room requirements after registering may incur additional fees and will be subject to the terms and conditions of the accommodation provider.

Transfer of registration

Upon written request, any transfers of registrations will be at the discretion of UDIA (Qld) and may incur additional charges.

Personal contact details

You agree that all personal contact details provided on your registration form can be used by UDIA (Qld) staff inside and outside of work hours and whilst on the 2017 UDIA (Qld) International Tour of Excellence should you need to be contacted for any reason.

Your personal contact details will not be distributed to other delegates by UDIA (Qld).

Registrant Initials _____

Travel insurance and visas

Delegates are responsible for arranging their own travel insurance cover for the duration of the 2017 UDIA (Qld) International Tour of Excellence. As you are not booking directly with the travel agent, please note that insurance cover offered by your credit card provider may not apply. Please consult your credit card provider accordingly and ensure that you have sufficient travel insurance cover prior to departure.

Delegates do not need a Visa to enter Singapore if their stay is less than 30 days. For more information on Visa's and safe travel to Singapore, please see [here](#).

As per the Australian Government Civil Aviation Safety Authority (CASA), delegates travelling on the 2017 UDIA (Qld) International Tour of Excellence must have a minimum six-month validity left on their passport at the time of departing Australia.

Itinerary

Every effort will be made to deliver the advertised program, however the content of the tours and activities scheduled each day are subject to change.

Where replacement tours are required, they will be of similar quality and consistent with the intent of the 2017 UDIA (Qld) International Tour of Excellence.

Individual guest charges

The 2017 UDIA (Qld) International Tour of Excellence includes four (4) nights' accommodation in a superior room. Delegates must stay at the hotel selected by UDIA (Qld) however, may elect to upgrade their room. If individual delegates require a room upgrade, they must pay for their own additional accommodation expenses and incidental expenses, unless alternative arrangements are made with UDIA (Qld) staff in writing. Should any delegates depart without paying for their additional accommodation and incidental expenses, the delegate's credit card (per details provided on registration) will be charged upon returning to Australia.

Currency and GST

Registration fees are quoted in Australian Dollars and are exclusive of GST (unless stated otherwise).

UDIA (Qld) will supply a deposit tax invoice upon registration. UDIA (Qld) will then send an amended invoice to include the outstanding balance with payment being due as per the Payment Schedule.

Should taxes and fees increase, UDIA (Qld) reserves the right to request additional payments from delegates. All delegates will be notified in writing by UDIA (Qld) prior to this payment being due.

The registration fee is subject to change based on the movement in the SGD/AUD exchange rate. To give you an idea of how the fee would be impacted, we have provided estimates on the following exchange rate scenarios:

Exchange Rate	Additional payments (excl. gst)
0.94	\$ 37.25
0.93	\$ 75.31
0.92	\$ 114.20
0.91	\$ 153.94

*Note: Exchange rate is based on the retail sell rate from St George Bank
Calculations not limited to the above exchange rates.*

Catering services

UDIA (Qld) will coordinate those meals that have been included in the cost of your registration. Attendees are welcome to bring additional food and beverages with them on site tours but will be subject to the venue provider's terms and conditions.

Special dietary requirements

Thirty (30) business days' notice is required for any special dietary requirements.

UDIA (Qld) will do its best to accommodate any dietary requirements submitted after this time however will be subject to the terms and conditions of the food and beverage provider.

Code of Conduct and Dress Standard

All delegates are required to pack Personal Protective Equipment as some site visits may require delegates to wear Personal Protective Equipment. UDIA (Qld) and site staff have the right to refuse entry to anyone not wearing appropriate clothing or shoes.

UDIA (Qld) will give details of dress requirements in your tour packs provided prior to departure from Australia.

Security and conduct

UDIA (Qld) upholds the principles of Responsible Service of Alcohol. UDIA (Qld) reserves the right to refuse service of alcohol to persons suspected of being under the age of eighteen (18) years who cannot procure appropriate evidence to the contrary, and to any persons who show signs of intoxication. You acknowledge that UDIA (Qld) has the right to remove the offending delegate/s from the activity.

Registrant Initials _____

Excessive drinking will not be tolerated. Delegates may be asked to leave events if they are believed to have excessively consumed alcohol.

By attending the 2017 UDIA (Qld) International Tour of Excellence, you agree to follow any lawful instruction provided by UDIA (Qld) staff, and/or other provider's staff. All delegates agree to comply with the conditions of entry to all venues, hotels, airlines, transport and other suppliers.

UDIA (Qld) reserves the right to prohibit travel on the 2017 UDIA (Qld) International Tour of Excellence to persons who have not signed and uploaded their waiver during the online registration process.

Delegates are asked to bring any dangerous behaviour or conditions throughout the 2017 UDIA (Qld) International Tour of Excellence to the attention of UDIA (Qld) staff and other parties staff members.

Personal belongings

Equipment, laptop computers, bags or other valuables must not be left unattended. It is the responsibility of all delegates to ensure that valuables are secured during breaks at all times.

Internet and Telephone

Some hotels and venues may have free Wi-Fi available. Should delegates require additional download capacity and/or Wi-Fi that is not publicly available, this will be at the cost of the delegate.

It is recommended that delegates activate international roaming to receive calls overseas so that they can be contacted in an emergency. Please note that mobile plans do not usually cover making and receiving calls, data usage, voicemail, SMS and MMS while overseas, so extra charges may be incurred.

Weather

The majority of the 2017 UDIA (Qld) International Tour of Excellence presented by Urbis will be conducted outdoors. Attendees are encouraged to consume bottled water to avoid dehydration and dress appropriately according to weather conditions.

In the event of inclement weather or force majeure (war, revolution, act of public enemies or act of terrorism; riot, blockade, insurrection or civil commotion; strike, lockout, stoppage, ban or limitation on work, restraint of labour or other industrial dispute; act of god; epidemic or disease; fire, flood, earthquake, storm or cyclone; malicious damage, smoke or explosion; sabotage, bomb threat, or other threats of violence; act or restraint of any government or semi-governmental or other public statutory authority; judgement, ruling decisions or enforcement actions of any court or tribunal jurisdiction; breakdown of any facilities or machinery or unavailability of essential equipment, supplies or services; cessation of or interruption to water or electrical supply) or any other cause or event not reasonably within the control of UDIA (Qld) which may affect the event in whole or in part, refunds will be based on the individual circumstances and venue policies.

SECURITY & PAYMENT

Credit Card details are to be provided for security reasons and as specified below. UDIA (Qld) will not charge your credit card unless authorised, or notified in writing prior to payment due dates.

Credit Card Type: Visa / American Express / MasterCard

Name of cardholder: _____

Credit Card Number: _____

Expiry: _____ / _____

CCV Number: _____

NOTE: All credit card payments incur a merchant service fee of 1.75%, in addition to the total amount payable.

Please indicate how you will be settling your final invoice:

- Please tick if you would like the above credit card to be charged for the balance of the registration fee on the due dates indicated on the Payment Schedule.
- By electronic funds transfer (EFT) or cheque.

In addition, please acknowledge the following:

- Please tick to acknowledge that if you depart without paying for any additional accommodation and incidental expenses, the above credit card will be charged, as indicated in the terms and conditions, upon returning to Australia.

Signature: _____

ACCEPTANCE

I have read and accept the terms and conditions outlined for the 2017 UDIA (Qld) International Tour of Excellence and I am aware of the cancellation policy, minimum numbers and deposit required.

By participating in the 2017 UDIA (Qld) International Tour of Excellence, I hereby accept all risks arising from my participation which could result in loss of life, temporary or permanent injury or economic loss.

Accordingly, I release the UDIA (Qld), its directors, employees, representatives and agents from, and will indemnify it, its directors, employees representatives and agents against (to the extent my actions are not excused or protected by law), all liability for all injury, loss or damage arising out of or connected with my participation in this event.

This release and indemnity continues forever and binds my heirs, executors, personal representatives and assigns. It includes loss or damage related to my equipment, vehicle and property.

I hereby certify that I am medically fit to participate in the 2017 UDIA (Qld) International Tour of Excellence and I agree to comply with all rules and the safety provisions established by UDIA (Qld) for the 2017 UDIA (Qld) International Tour of Excellence including the attached terms and conditions as well as all rules and safety provisions set by third party tour partners.

Signed: _____

Full Name: _____

Date: _____

Registrant Initials _____