



Renal Society of Australasia

RSA IN-PERSON AND VIRTUAL EVENTS TERMS AND CONDITIONS

Subject to change without notice.

Applicable to all RSA events, excluding the annual RSA Conference

Attendance

Only pre-registered, pre-paid registrants will be guaranteed access to the event. Upon receipt of your registration and payment, you will receive registration confirmation to the nominated email address.

RSA Member rate

To be automatically identified as a RSA member when registering, please enter your designated username (email address). To qualify for the special rate as a 'RSA member' as quoted on the event web page, you must be a financial (paid) member at the time of registration and continue your membership until the date of the event. Non-member registration fees apply to all non-members and non-financial RSA members.

Confirmation of bookings

Event registration will be acknowledged via email as they are received. Receipts for registration payments will be attached to the confirmation email. Please check junk/spam inboxes the confirmation email and advise of any alterations immediately.

Payment information

Payment must accompany all registrations. We accept the following credit cards – VISA and MasterCard also EFT and cheque. All enquiries regarding payments, please telephone 1300 941 480.

COVID-safe and booking with confidence for in-person events

The RSA acknowledges there is uncertainty around in-person events due to the COVID pandemic. The RSA shall use its best endeavours to ensure the in-person event will be fully COVID-safe and compliant with regulations specified by local health authorities.

- Where the in-person event is cancelled or postponed by the RSA due to COVID restrictions, registrants will have the option of a full refund (no handling fee applicable) or transfer registration to a new date.
- The registrant must not attend the in-person event:
 - If exhibiting any COVID-symptoms (fever or cough or sore throat or shortness of breath or loss of sense of taste or smell), flu, common cold, gastro or any other illness on the day of the event
 - Have been in close contact with someone who is a confirmed COVID case or returned a positive COVID test result or returned from overseas or visited a "hot spot" within 14 days of the start date of the event
- Before registering please be aware of any travel / border restrictions that may affect your attendance

Connection to virtual events

With respect to virtual events (eg webinars), the registrant is responsible for ensuring their equipment is able to run the program / application prior to the start of the event. Also, registrants are reminded to check receipt of email connection details before the start of the virtual event. The RSA shall use its best endeavours to resolve connections notified by registrants in advance of the event but is not responsible for firewalls that re-direct or prevent email delivery of connection details. Refunds will not be given to those who have failed to check their system capabilities or receipt of connection details.

Substitution policy

Should the registrant be unable to attend an event for which they have registered and paid, the registrant is welcome to nominate someone else to attend in their place. This must be notified to the RSA in writing, in advance of the event. If the substitute attendee is not a RSA member, the applicable non-member fee will apply and additional payment will be due and payable before the event date.

Cancellation / refund policy

The RSA reserves the right to cancel or postpone any event. If this occurs, registration fees will be refunded in full (no handling fee applicable), but the RSA bears no responsibility for any other costs incurred (such as flights, accommodation, travel expenses or loss of income).

Cancellations of registration by the registrant must be by email only to the RSA office. Refunds will apply as follows:

- 7 or more days before the event – Refund less a handling fee of 25% of the registration fee (up to a maximum of \$100)
- 6 days or less before the event or non-attendance – No refund

Furthermore:

- Refund requests on compassionate grounds or special consideration should be directed to the RSA office and shall be assessed by the relevant Committee based on the individual circumstances.
- Where a RSA member pays the non-member registration fee, they may be eligible for a refund of the fee difference.
- The registrant will receive a full refund for duplicate payment of the registration fee.

Photography

By attending an event, attendees consent to their image being taken and used at the discretion of the RSA.

Waiver of policy

The RSA accepts no liability to any persons or body for any loss, injury, or damage howsoever and whether directly from any action or cause whatsoever undertaken, organised or sponsored by the RSA.

Advancing the care of people with kidney disease

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