2027 HIA MADE - TERMS AND CONDITIONS

The Housing Industry Association Limited's (HIA) HIA Made will take place in Hamilton Island from 27 – 29 May 2027.

These Terms and Conditions (**T&Cs**) apply to Delegates registering and attending HIA Made.

Registration

All applications to register for HIA Made are subject to availability and you making full payment.

HIA reserves the right to refuse any application to register, attend or participate at HIA Made. HIA's decision is final and not subject to challenge. HIA is not required to provide reasons for refusal of an application.

All fully paid registrations may be transferable to other persons from the same member organisation. Transfer requests must be made in writing to the HIA contact information stated below and include the full name of replacement person, their title, contact phone number and email address. All other registration details will be assigned to the new person unless otherwise specified.

If a replacement Delegate is not a HIA member, a non-member fee will apply, and the difference must be paid immediately and prior to HIA Made.

Delegate Passes

Delegate passes issued for use at HIA Made are valid for the named attendee only. You may be asked for photographic ID during HIA Made. If you are unable to provide identification which matches your Delegate pass you may be asked to leave HIA Made.

Prices and Payment

Our prices for attending HIA Made are set out on the relevant online registration booking form or can otherwise be obtained from HIA upon request or from our website. Prices may be subject to change from time to time.

Pass payment is required in full and up-front. A confirmation email and Tax Invoice will be sent upon receipt of registration. If you request to pay by EFT, then the funds transferred into HIA's account must be confirmed (by our bank) to be cleared funds before Delegates are allowed to collect their pass and attend HIA Made. If full payment has not been received delegates will not be able to collect their pass.

Cancellation Policy

If you can no longer attend HIA Made for any other reason including personal reasons or you change your mind, you may cancel your registration by providing written notice in an email to conference@hia.com.au. HIA's refund policy is as follows:

- Cancellations made in writing received before 15 April 2027 will receive a full refund less 10% administration fee
- Cancellation made in writing received between 15 April and 6 May 2027 receive 50% refund of registration fee.

Cancellation made on after 7 May 2027 will not be entitled to any refund if the reason is change of mind.

Changes to HIA Made

It may be necessary for reasons beyond HIA's reasonable control to make cancellations, substitutions and alterations to the speakers, topics and schedule of HIA Made. HIA reserves the right to do this at any time.

Notice of any changes will be announced on the webpage of HIA and/or HIA Made. Such changes do not constitute a breach of contract by HIA and do not trigger any liability.

If we alter the time and/or location of HIA Made, we will provide you with notice of the same and will offer you the choice of either a refund or the opportunity to attend HIA Made as varied.

Age limitation

Individuals under 18 years of age will not be permitted to attend certain events including Business Building Sessions on 28 May 2027 and the HIA Australian Housing Awards partnered by CSR on 29 May 2027.

Travel and Accommodation

Registration does not include accommodation or transport to and from HIA Made. All transport and accommodation arrangements, including any cancellations, are the responsibility and cost of the Delegate.

Delegates who wish to stay at the discounted room options may book via the dedicated booking link at agreed rates, but HIA does not make transport or accommodation arrangements for the Delegates nor reimburse their respective expenses.

Delegates choosing to stay at the nominated discounted properties at the HIA agreed rates will also be separately subject to, and must satisfy themselves as to, the hotel's terms and conditions for reservations, payments, deposits and cancellations.

Insurance

The Registration fee does not include insurance of any kind.

Delegates must arrange their own coverage at their own expense after taking into account their personal circumstances and prior to attending HIA Made.

HIA recommends that Delegates take out comprehensive travel insurance to cover loss of fees/deposit, airfares, accommodation charges, lost baggage, medical expenses, loss or damage to personal property and repatriation expenses. The insurance should cover loss arising from the cancellation of HIA Made or the Delegate's inability to attend due to any reason whatsoever.

HIA recommends that Delegate arrange such insurance at the time they are booking flights and accommodation.

HIA cannot take any responsibility for any Delegate failing to arrange their own insurance.

Privacy

HIA will collect, store and handle personal information about Delegates (including full name, organisation, state and email) in accordance with HIA's Privacy Policy, the *Privacy Act* 1988 (Cth) and Australian Privacy Principles (APP). HIA's Privacy Policy is available on HIA's website – www.hia.com.au.

Personal information collected from Delegates will only be used for the purposes for which it is being collected including:

- planning HIA Made;
- processing and managing your registration and associated administration (such as hospitality, events etc) including correspondence with you;
- analysis of attendance statistics for conference evaluation purposes; and
- to enable HIA to comply with any statutory or other legal obligation.

Delegate's information may also be kept on file by HIA and provided to HIA's related entities, business partners, agencies, sponsors and other third parties for marketing purposes and to enable dissemination about forthcoming conferences, events and other related goods and services. You may be contacted by email, SMS/MMS, mail, social media and telephone.

Please advise HIA during the registration process or by emailing conference@hia.com.au if you do not consent for your details to be kept or used for such additional purposes.

Speakers and presenters

HIA Made may include the use of guest speakers and presenters.

These guest speakers and presenters are not employees of HIA and any views they express at HIA Made are entirely their own.

HIA also cannot accept liability for advice given, or views expressed, by any guest speaker or presenter at HIA Made or in any material provided to Delegates.

Photography, media and intellectual property

By registering and attending HIA Made, you acknowledge that you may be filmed, recorded and/or photographed by HIA, the media or any other party.

It is understood these images may be used for marketing, promotional purposes, research and/or educational purposes by and for HIA.

You grant HIA, the right to use your image and likeness for these purposes, unless you specifically request removal of the photo or video in writing. You agree that you are not entitled to remuneration, residuals, royalties or any other payment from HIA in respect of their image/likeness or its use.

All rights in all presentations, documentation and materials published or otherwise made available as part of HIA Made are owned by HIA or are included with the permission of the owner of the rights. All such material is protected by the Copyright Act 1968 (Cth) and other international copyright and intellectual property laws.

You may only use the materials and content for your own private non-commercial use. No part of the materials and content covered by copyright should be copied, reproduced, modified, distributed, transmitted, or republished in any form or by any means without the express written permission of HIA.

Conduct & expectations

HIA is committed to creating a respectful and safe environment for everyone at HIA Made, including HA staff, speakers, members and guests. HIA Made is governed by all relevant HIA policies in relation to behaviour and conduct, including in relation to bullying, harassment and discrimination.

During HIA Made, all Delegates are expected to:

- behave in a reasonable, respectful, considerate and lawful manner;
- not act, speak or otherwise communicate in a manner that reasonable persons may consider to be discriminatory, harassing or abusive;
- be reasonable and responsible in the consumption of any alcohol;
- not place the safety and health of any person(s) at HIA Made at risk;
- not cause personal injury to, or defame, any person or damage the property of any person.

HIA may, without liability or refund, eject any Delegate or other person from HIA Made and/or refuse entry to HIA Made or any part of HIA Made if, acting reasonably, we consider that person is in breach of these terms and conditions, or for any other reasonable cause.

Venue rules

All Delegates are also required to observe and comply with any safety advice, site signage, alcohol consumption and security requirements of the venues.

Liability

To the maximum extent permitted by law, HIA is not responsible or liable in negligence, contract, tort or howsoever arising if you or any other person incurs, experiences or suffers an accident, direct or indirect loss including to property or person, damage, fatality, injury, psychological injury, inconvenience, loss of enjoyment, disappointment or health related issue whatsoever whilst in transit to or from HIA Made and/or at HIA Made.

You fully and finally release and discharge HIA from any liability, claim, action, right or entitlement whatsoever that you have or may have against us whether known or unknown, accrued, contingent or inchoate arising out of, concerning or relating to HIA Made.

Under circumstances where our liability cannot be excluded, liability is limited to the Registration fees.

Nothing in these T&Cs are intended to exclude, restrict or modify any term, condition, warranty, guarantee, right or remedy (including but not limited to a guarantee under the Australian Consumer Law) which cannot lawfully be excluded, restricted or modified.

Force majeure

HIA will not be held responsible for any delay or failure in performance of its obligations under the T & Cs to the extent such delay or failure is caused by fire, flood, strike, civil, governmental or military authority, acts of God, acts of terrorism, acts of war, epidemics, the availability of the Venue or other similar causes beyond its reasonable control and without the fault or negligence of HIA, its agents or employees.

Miscellaneous Terms

These T&Cs are governed by the laws of the Australian Capital Territory (ACT). You irrevocably submit to the exclusive jurisdiction of the courts of the ACT.

These T&Cs contain the entire agreement and understanding between us and supersede all prior agreements, understandings or arrangements (both oral and written) relating to the subject matter of these T&Cs.

HIA Contact Information

Registration queries, cancellations and transfers should be made to HIA National Events via email conference@hia.com.au or by calling 1800 069 804

COVID-Safe Requirements

By registering for and attending HIA Made you acknowledge that HIA cannot guarantee that it is or will remain a COVID-19 free area. You agree to assume responsibility for you own well-being.

You also acknowledge that one or more local, state or federal government directions, public health orders, rules, regulations, guidelines, requirements or restrictions (Public Health Directions) may be in force regarding COVID-19. You will be required to comply with all such Public Health Directions and any other COVID-safe rules or requirements advised by HIA or HIA Made venue(s).