

TERMS AND CONDITIONS – FAAA CONGRESS 2026

1. GENERAL

1.1 The Financial Advice Association Australia (FAAA) (we, us) is looking forward to hosting you:

(a) as a Delegate at the 2025 FAAA Congress on the dates of 24 - 26 November 2026 (Event) which is proposed to be held at the Melbourne Convention and Exhibition Centre, (Venue); and

(b) (if applicable) at any social function to be held in connection with the Event that you have agreed to attend (each Function).

1.2 All fees (Fees) for registration as a delegate for the Event (Delegate Registration) and any booking to attend a Function (Function Booking) are quoted in AUD and are inclusive of GST (10%).

1.3 Your Delegate Registration and Function Booking (as applicable) are not confirmed until we receive full payment of the associated Fees.

1.4 You agree that:

(a) you will comply with all applicable laws and any reasonable direction from us and our representatives in relation to your attendance at the Event or Function (as applicable); and

(b) any failure by you (or your permitted transferee) to comply with this clause may result in us refusing you entry to, or requiring you to leave, the Event or Function (as applicable).

1.5 If the Fees you pay for your Delegate Registration or Function Booking include a discount on the basis that you are a member of us (FAAA Member), and if you have ceased to be an FAAA Member which entitles you to that discount at the time of the Event or Function (as applicable), then you will be required to pay to us the balance amount of that discount to full congress rate before attending the Event or Function (as applicable).

1.6 You may transfer your Delegate Registration or Function Booking to another person by making your request to do so by email to events@faaa.au and providing any details about the transfer that we may request, in each case no later than 5 Business Days before the Event.

1.7 In respect of cancellations and refunds, you acknowledge and agree that:

(a) your Delegate Registration and any Function Booking may be cancelled in accordance with the cancellation options set out in the Delegate Registration Cancellation Policy in clause 2 or the Social Function Cancellation Policy in clause 3, where administration fees do apply to cancellation.

(b) all requests by you to cancel your Delegate Registration or any Function Booking (as applicable) must be made in writing by email to events@faaa.au ;

(c) all refunds that we agree to make in accordance with this agreement will be processed via your original payment method; and

(d) in the event that we cancel and replace the Event with any equivalent event hosted in a virtual forum, then this will be a cancellation of the Event and you will receive a full

refund of your Fees in accordance with the terms of this agreement, and you will be given the option (but no obligation will exist) to register for the replacement virtual event.

2. DELEGATE REGISTRATION CANCELLATION POLICY:

2.1 Should you request to cancel your Delegate Registration for any other reason, we will issue you a refund of any Fees you have paid for the Delegate Registration:

- (a) provided that your request to cancel your Delegate Registration is made prior to 5:00 pm **Monday 9 November 2026** (Last Cancellation Date); and
- (b) after deducting a \$200.00 administration fee, which you acknowledge is a reasonable pre-estimate of our losses and costs associated with your cancellation.

2.2 Refunds requested by you after the Last Cancellation Date will only be made in our sole discretion.

2.3 We may also cancel your Delegate Registration for any reason on or before the Last Cancellation Date and if we do so we will refund your Fees for the Delegate Registration in full.

3. SOCIAL FUNCTION CANCELLATION POLICY:

3.1 Should you request to cancel your Function Booking for any other reason, we will only refund to you the Fees paid by you for your Function Booking as follows:

- (a) if you request to cancel your Function Booking **on or before Monday 9 November 2026**, we will deduct a **\$20.00 administration fee** from the Fees to be refunded;
- (b) if you request to cancel your Function Booking **on or before Monday 16 November 2026**, we will deduct a **\$50.00 administration fee** from the Fees to be refunded; and
- (c) if you request to cancel your Function Booking **on or before Monday 23 November 2026**, you will **not be entitled to any refund of your Fees**, and in each case, you acknowledge the administration fee (or inability to receive a refund) is a reasonable pre-estimate of our losses and costs associated with your cancellation.

3.2 We may also cancel your Function Booking for any reason on or before Monday 23 November 2026 and if we do so we will refund your Fees for the Function Booking in full.

4. PHOTOGRAPHS AND RECORDINGS:

By making your Delegate Registration or Function Booking, you grant permission for us, and our agents and others working under our authority, to photograph, film or otherwise record you attending the Event or Function, and you agree and understand that:

- (a) we may use any photographs, videos and recordings which containing your image, voice or likeness in our sole discretion for promotion, news, research, online, multimedia or educational purposes, or any combination of these, in any manner and in any forum;
- (b) you are not entitled to remuneration, residuals, royalties or any other payment from us in respect of our use of any such photograph, video or recording; and
- (c) you may also be required to sign a media release prior to any interviews that may be conducted.

5. COLLECTION OF YOUR PERSONAL INFORMATION:

By making your Delegate Registration or Function Booking, you will be providing personal information to us, including your name and contact details, and:

- (a) we will use your personal information to administer your attendance at the Event or Function (as applicable);
- (b) we may, dependent on your consent when submitting your event registration, disclose your personal information to exhibitors and sponsors of the Event who may contact you in connection with the Event, and this may include exhibitors and sponsors who are based overseas or have overseas business divisions or headquarters;
- (c) we will otherwise hold your personal information in accordance with our privacy policy which can be located here: <https://faaa.au/about/privacy/> ; and
- (d) if you do not provide the requested personal information to us, we will not be able to process your Delegate Registration or Function Booking.

6. CONDITIONS OF ENTRY

FAAA reserves the right to cancel the registration of a banned ASIC adviser or expelled FAAA member and/or to refuse entry to or remove from the premises any person who it considers (in their sole and absolute discretion) causing annoyance or not abiding by the COVID safety plan in place for this event.

We would remind FAAA members and guests, that when attending professional events and functions their conduct is subject to the expectations Members set for themselves and each other through [the FAAA Professional Code](#). In particular, Principle 7 – Professional Behaviour states “Financial Planning Professionals must conduct themselves with dignity and show respect and courtesy to clients, fellow professionals and others”.

When attending an FAAA event, you agree to abide by the [FAAA Event Code of Conduct](#).

If you have any covid, cold or flu symptoms, please do not attend this event.

Please note that in registering to attend this event, you agree to comply with all relevant [government health authority](#) and venue regulations applicable to the location/venue where the event is held.

7. IMPORTANT UPDATES

For any important updates, we will contact you via email and SMS as required.