

# Terms of Service

## Policy and Procedure Guideline

Policy Number	CIA-PPG-018	Version	2.0
Drafted By	D.Millar/D.Miller	Approved by Executive on	January 2016
Responsible Person	CEO	Scheduled review date	January 2017

## TERMS OF SERVICE

**Trading Name:** Concrete Institute of Australia

**ABN:** 25 000 715 453

### Event Payments:

All payments are to be made in Australian dollars \$AUD via the online event registration page. Upon payment, the registrant forfeits the right for any entitlement to a refund however if a registrant is unable to attend an event an alternate registrant may attend in their place. Registration and payment must be completed prior to the date of the event.

### Changes to an Event:

The Institute endeavours to deliver all events as advertised however there may be occasions when changes to the speakers, schedule or venue may be required due circumstances beyond the control of the Institute. In these instances all effort will be made to contact registrants to advise them of the changes in a timely manner. If these changes affect a registrants ability, or desire, to attend a refund or credit may be applied but registrants must contact the Institute prior to the event to discuss options.

### Event Cancellation:

Should the Event be cancelled for any reason the Concrete Institute of Australia advises that all registrants will be refunded their full registration fee within a seven day time frame from the cancellation date.

### Event Payment Security:

When registering for Institute events your financial details are passed through a secure server using the latest 128-bit SSL (secure sockets layer) encryption technology. 128-bit encryption is approximated to take at least one trillion years to break, and is the industry standard.

### Your Information:

The Concrete Institute of Australia only collects information from you that is required in order to deliver the requested service. For more information please refer to the Institute's [Privacy Policy](#).

### More Information:

For more information please contact:

Attn: Membership Services Manager  
Post: Concrete Institute of Australia  
PO Box 1227  
North Sydney  
NSW 2059  
Email: [member@concreteinstitute.com.au](mailto:member@concreteinstitute.com.au)  
Phone: 02 9955 1744