

# Event Policy

## New Zealand Society of Association Executives Inc (NZSAE)

NZSAE events are designed to support learning, connection, and professional discussion across New Zealand's association and membership sector. By registering for or attending an NZSAE event, all participants agree to the following event policy.

### Cancellation and Refunds

All cancellation requests must be submitted in writing to [info@nzsaе.org.nz](mailto:info@nzsaе.org.nz) by the registered attendee or the organisation that paid for the registration.

Refunds are based on the date the written request is received.

### Refund Schedule

<b>Timing of cancellation</b>	<b>Refund</b>
20+ days before the event	100% refund
19–10 days before the event	50% refund
9–5 days before the event	25% refund
4–0 days before the event	No refund

Refunds are not provided for no-shows. Partial attendance does not qualify for a partial refund.

### Transfers and Substitutions

If you are unable to attend, you may transfer your registration to another person from your organisation at no additional cost, provided NZSAE is advised in writing before the event.

## Medical or Emergency Situations

We understand that medical emergencies and unforeseen circumstances can arise. While NZSAE is unable to offer refunds outside the refund schedule due to event costs and contractual commitments, we will do our best to support you where possible.

If you are unable to attend due to a medical or emergency situation, you may request one of the following options:

1. Transfer your registration to another person within your organisation; or
2. Apply your registration as a credit towards a future NZSAE event within 12 months.

Event credits are non-refundable, non-transferable, and cannot be exchanged for cash.

## Event Changes

NZSAE reserves the right to make changes to event content, speakers, programme timing, format, venue, or location where required.

Such changes do not automatically qualify for a refund, provided the event is still proceeding in a substantially similar form.

## Attendee Information and Sharing

By registering for an NZSAE event, you acknowledge that your name, organisation, job title, and email address may be included on an attendee list shared with event participants, sponsors, exhibitors, and partners.

If you do not wish to have your details included on the attendee list, please contact [info@nzsaе.org.nz](mailto:info@nzsaе.org.nz) before the event.

## Photography and Video

By registering for or attending an NZSAE event, you acknowledge that photography and video may be taken during the event and may be used by NZSAE for promotional, educational, reporting, and storytelling purposes.

If you do not wish to be photographed or filmed, please advise NZSAE before or during the event.

## Code of Conduct

NZSAE is committed to providing a welcoming, respectful, and professional environment for all attendees, speakers, sponsors, exhibitors, suppliers, volunteers, and staff.

All event participants are expected to:

- Treat others with courtesy and respect.
- Respect personal space and professional boundaries.
- Participate in a way that supports a positive experience for others.
- Follow the reasonable directions of NZSAE staff, venue staff, and event organisers.
- Avoid behaviour that is intimidating, harassing, discriminatory, disruptive, abusive, or inappropriate.

Unacceptable behaviour may result in removal from the event without refund. NZSAE may also refuse future event registrations where behaviour has fallen below the standard expected.

If you experience or witness behaviour that concerns you, please speak with an NZSAE staff member or event organiser as soon as possible.

## Alcohol and Responsible Behaviour

Where alcohol is available at an NZSAE event, attendees are expected to drink responsibly and behave in a professional manner.

NZSAE reserves the right to ask any attendee to leave an event if their behaviour is unsafe, inappropriate, or disruptive.

## Scope

This policy applies to all NZSAE events, including conferences, webinars, workshops, meetings, lunches, exhibitions, networking functions, and partner activities.