

FAQ's

Can I share a registration?

Yes, if you are choosing to share your registration you will only be issued with one name badge, satchel and handbook. We can issue the badge in your organisation name but you will need to notify us of this during the registration process.

Please ensure all people attending under a shared registration should be aware of the badge name badge and bring a printed copy of the registration confirmation. Only one person under a shared registration may attend any one time. Badges should be passed onto the next registrant or returned to the registration desk at the end of the session. Attendees must hold a badge to attend and badges will not be reissued if not returned.

What time does the registration desk open?

The registration desk can be found in 'Foyer H; near the main entrance to Adelaide Convention Centre and opening hours are as follows:

Monday 29 August 2016 (for pre conference workshop and exhibitor registrations only)
8:00am - 5:00pm

Tuesday 30 August 2016
8:00am - 5:00pm

Wednesday 31 August 2016
8:00am - 5:00pm

Thursday 1 September 2016
8:00am - 5:00pm

How many registrations can my institution get at the member rate?

ALIA Institutional Members in categories C1 to C3 are eligible to register one delegate at the member rate and C4 and above may register up to three delegates at the member rate.

To find out what your category is, please contact the ALIA Membership Team on +61 2 6215 8222.

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I have special dietary requirements – what do I do?

During the registration process you will be asked to list your special dietary requirements, which will be passed onto the venue closer to the event date.

Every effort will be made to accommodate all special dietary requirements where advance notification was given. You will need to make yourself known to a staff member at catering times in order to obtain your special meal (if required).

I have accessibility requirements – what do I do?

During the registration process you will be asked to list your accessibility requirements, which will be passed onto the venue closer to the event date.

Access and facilities for people with disabilities are provided throughout the Centre. All car parks and buildings are wheelchair accessible. If you require more details please download the brochure by following [this link](#).

Will there be internet at the conference?

Delegates have access to complimentary WIFI for the duration of the conference.

How can I access a copy of my invoice?

Once you have completed your registration an invoice will be automatically sent to you. To access a copy of this in future simply login to your RegOnline account using the username and password you provided and follow the links.

Is payment required prior to attending the conference?

All registrations must be paid in full prior to the start of the conference.

What is the cancellation policy?

Requests for cancellations to your registration must be submitted in writing to ALIA.

By email: events@alia.org.au

By fax: 02 6282 2249

By mail: PO Box 6335 Kingston ACT 2604

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Cancellations received by 28 July 2016 will receive a refund less an administration fee of AUD \$150 (inc GST) or 20% of your total registration charge (whichever is the lesser amount). No refunds will be given after 29 July 2016.

Registrations can be transferred to other individuals at no cost (in the same registration category) up until 5 working days prior to the start of the conference.

What is the dress code for the conference?

The dress code for the conference sessions is smart casual.

When will I be able to access the papers from the conference?

All conference papers will be available on the conference website within two weeks of the conference closing.

I need to leave a message what do I do?

Messages may be left at the registration desk. As no responsibility can be taken to deliver messages personally, please check with the registration desk regularly if you are expecting messages.

Where can I charge my electronic device?

Need to charge your mobile phone battery or laptop? Where possible power boards will be provided at the back of session rooms for delegates needing to recharge devices, please do not leave any valuables unattended as responsibility cannot be taken for them.

Where is catering served?

Lunch, morning and afternoon teas will all be served in the Exhibition Hall (Hall H) on ground level.

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