
2026 SIEBA HUI AGENT EVENT

Terms and Conditions - Agents

For the purposes of these Terms and Conditions, the following terms have the following meanings:

Agent and Agency have the same meaning. **Agent** means an education agent that is seeking to engage with Delegates attending the Event.

SIEBA Registered Agent is an agent that has paid a registration fee and has been granted affiliate status by SIEBA.

Delegate means a person employed by a registered New Zealand school who has paid the Hui Fee and is registered to attend the Event.

Delegate List is a list of all Delegates who consent to be listed in the Delegate list. The Delegate list will be available to Delegates, Agents, Sponsors and Exhibitors.

Event means all activities, functions, meetings, presentations, workshops, and/or communications scheduled for the 2026 SIEBA Hui Agent Event.

Venue is the Christchurch Te Pae Convention Centre.

Organiser means Event Smart Conferences, their employees and/or contractors.

Cancellation means that following registration, an Agent has provided prior notice to the Organiser that they will not be attending the Event. The notice provided will be in accordance with these Terms and Conditions.

No-show means that an Agent who has previously registered does not attend the Event and does not provide the Organiser with prior notice that they would not be attending the Event.

Substitute is a person from the same Agency who will attend the Event in the place of a person who has previously registered to attend. For the avoidance of doubt, where a Substitute attends the Event, the person who previously registered has cancelled their registration and is no longer registered to attend the Event.

APPLICATION

- These Terms and Conditions apply to Agents registered to attend the Event.
- The Agent agrees to attend the Event and acknowledges that their attendance is required at all scheduled elements or parts of the Event as outlined in the programme. The Agent agrees not to arrange or participate in any non-SIEBA activities at the Venue or Event that would prevent them from attending any scheduled parts of the Event.
- The Agent agrees that only those individuals from the Agency who are registered to attend the Event will do so. The Agent agrees not to permit any person who is not registered to attend the Event to enter the Venue and/or participate in the Event on behalf of the Agent.
- The Agent agrees, that after registering, they will advise SIEBA, as soon as possible, of any changes to their availability that may result in the Agent not attending any part of the Event.

CONDUCT

- SIEBA is committed to providing a friendly, safe, and welcoming experience for all those participating the Events. SIEBA is an inclusive organisation that promotes inclusion and does not discriminate against people on any grounds. SIEBA takes its duty to respect diversity and inclusion seriously and will promptly response to incidents or allegations of discrimination or harassment.
- The Event will bring people from different countries and cultures together to advance international education. While attending the Event, those participating are expected to set aside their individual political, national, religious, or cultural interests. The Event is not a forum for political, national, religious, or cultural debate or positioning, and we respectfully ask those attending the Event to refrain from such engagement.
- While alcohol may be available at the Event, we expect all participants to drink in moderation. Behaviour that is linked to intoxication will not be tolerated. Agents agree not to have drugs and/or any illegal substances in their possession at the Event or at the Venue.

At all times during the Event, Agents will:

- Conduct themselves in a manner that reflects positively on their Agency, SIEBA, and the school sector.
- Avoid any action that may bring SIEBA or the Event into disrepute.
- Respect and uphold decisions made by the Organiser or SIEBA.
- Maintain appropriate confidentiality and act in good faith in all dealings related to the Event, the Organiser, and SIEBA
- Foster cordial relationships, loyalty, and understanding among fellow Agents, Delegates, exhibitors and sponsors.
- Resolve differences and conflicts in a spirit of good faith and professionalism.
- Respond promptly to communications from the Organiser or SIEBA.
- Use SIEBA's logo and branding only as prescribed by these Terms and Conditions.
- Ensure that any use of SIEBA resources or representation aligns with SIEBA's objectives and values.

COST

- Registration to the Event is limited to SIEBA Registered Agents
- Registration for the Event is free for SIEBA Registered Agents.
- Non SIEBA Registered Agents can become a SIEBA Registered Agent by applying to SIEBA and paying the registration fee of \$150 + GST.
- To become a SIEBA Registered Agent click [HERE](#). Pi

CANCELLATION POLICY

- Cancellations must be submitted in writing to the Organiser by emailing wilna@eventsmart-conferences.co.nz
- Cancellation on or before 30 March 2026 will be without penalty.
- Cancellation from 31 March to 28 April 2026 will attract a cancellation fee of \$100 + GST.

NO-SHOW POLICY

- No-show means that an Agent who has previously registered does not attend the Event and does not provide SIEBA with prior notice that they would not be attending the Event.
- A No-show by an Agent or Substitute will attract a No-show fee of \$500 + GST.
- A No-show by an Agent or Substitute may also result in loss of priority or attendance at future SIEBA events by the Agent.
- Cancellation after 28 April 2026 will attract a cancellation fee of \$300 + GST.

SUBSTITUTION POLICY

- Where an Agent is unable to attend the Event, the Agent may nominate a Substitute to participate in their place. An Agent shall advise the Organiser no less than 24 hours before the commencement of the Event if a Substitute will attend.
- Where the Organiser is notified of a Substitute less than 24 hours before the commencement of the Event, this will be treated as a Cancellation.
- Substitute notice must be made to the Organiser in writing by the person registered to attend the Event. Notice shall include the full name of the person registered to attend the Event, the full name of the Substitute, their title, organisation, contact phone number and email address. All registration details will be transferred to the Substitute.
- Once a Substitute is confirmed, they are a Delegate.
- Substitution requests are subject to approval by the Organiser.

USE OF SIEBA LOGO AND BRANDING

- Agents attending the Event may use the SIEBA logo and the Event logo to promote and advertise their attendance at the Event.
- Registration for the Event and consent to use SIEBA and Event logos for the purpose of the Event is not license for any other use of those logos by the Agent without prior agreement from SIEBA.
- Agents agree not to use the SIEBA logo or Event logo for more than 30 days following the Event without the prior consent of SIEBA.

DATA AND INFORMATION

- Agents must manage and use data acquired through registration for the Event strictly in accordance with privacy regulations and these Terms and Conditions.
- The unauthorised use of Event information, including for unsolicited outreach or spam to other Agents or Delegates, is not permitted.
- Agents and Delegates will elect to be visible on the Delegate List and the Event App and will manage their own Event App visibility settings.
- The Delegate List will be shared with Delegates, Sponsors, Exhibitors and Agents attending the Event. The Delegate List will include the attendee's first name, last name, position, organisation, email address and mobile number.
- By attending the Event, Agents agree for SIEBA to take photographs or video footage of the Event which may include the Agent. Agents agree that such photographs and video footage may be used by SIEBA for promotional purposes.

RESPONDING TO COMPLAINTS

- An Agent asked to desist from behaviour that is considered by the Organiser or SIEBA to be in breach of these Terms and Conditions, is expected to immediately comply with the direction of the Organiser or SIEBA.
- If an Agent engages in such behaviour and does not immediately cease that behaviour after being asked, the Organiser and SIEBA retains the right to take any action, acting reasonably, to maintain a positive and safe environment for the Event. This includes issuing warnings, either verbal or in writing, or removing an Agent from the Event.
- The decision to remove an Agent from the Event based on their conduct will be at the sole and absolute discretion of the Organiser or SIEBA.
- If an Agent experiences or witness behaviour that makes them or others feel uncomfortable, or is in breach of these Terms and Conditions, the Agent should report their concerns to the Organiser or SIEBA staff as soon as possible.
- The Organiser or SIEBA will respond promptly to concerns about conduct and are committed to ensure the safety and wellbeing of those at the Event.

ADDRESSING GRIEVANCES

- If an Agent feels they have been falsely or unfairly accused of breaching these Terms and Conditions, they should notify the Organiser or a SIEBA staff member to share their concerns.
- SIEBA will investigate all concerns that are brought to them and will apply the principles of natural justice when investigating concerns or allegations.

LIABILITY AND INSURANCE

- Neither SIEBA nor the Venue are liable for any claim of theft, damage of property, or injury sustained while the Event takes place. In the event of cancellation of the whole programme, or any part thereof, due to civil discord, terrorism, military action, pandemic, or natural events occurring without fault on the part of SIEBA, there shall be no refund of travel costs, or expenses incurred.

AMENDMENTS

- The Organiser reserves the right to amend these Terms and Conditions at any time.
- Updates will be communicated to all Agents that have registered for the Event.

ACCEPTANCE

- By completing the registration for the Event, Agents acknowledge that they have read, understood, and agree to abide by these Terms and Conditions in all respects.
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