

2018 MASSAGE & MYOTHERAPY NATIONAL CONFERENCE
15-17 JUNE 2018 | GOLD COAST CONVENTION CENTRE



THE
COMPETITIVE
EDGE

TRAINING & TECHNIQUE

DELEGATES PROGRAM



**MASSAGE &
MYOTHERAPY**
AUSTRALIA

Welcome!

This year Massage & Myotherapy Australia will present its 14th National Conference in Queensland's Sunny Gold Coast. It is also proudly my 14th Conference as a National Conference Committee member. Our Committee has again worked hard to bring you the pinnacle massage and myotherapy event of the year and be assured we are always on the constant pursuit of improvement based on your feedback.



Our 2017 Post Conference Survey showed that over 90% of our attendees gave our Conference the thumbs up for quality. Surprisingly a recent member survey indicated that 51% of our respondents had not attended the National Conference. Our goal this year is to encourage more members along to their first National Conference so you can experience the great presenters, the networking with your fellow therapists and achieve your allocation of required CPE points in one exciting and memorable weekend. Keep in mind that a trip to the Gold Coast for our National Conference is tax deductible and is a great opportunity to take a few extra days to visit one of Australia's most vibrant cities. Especially in winter!

'The Competitive Edge' is our theme for 2018, highly appropriate following the Gold Coasts hosting of the 2018 Commonwealth Games in April. Our 2018 line up of presenters will be a mixture of some old faces, invited back due to popular demand and some new faces that come highly recommended. As usual a good mixture of workshops and presentations that cover a range of topics and techniques that can be applied to all aspects of our profession. Keynote Speakers will include one of Australia's most memorable Olympic and Commonwealth swimmers Lisa Curry, who will open our Conference with a presentation on Defining Your Role and Value, renowned Clinical Anatomist John Sharkey will return after raving reviews from our 2016 Hobart Conference to present the effective treatment of Myofascial Trigger Points and Peter Brukner (Brukner and Kahn, Clinical Sports Medicine) will present on practical approaches to assessment and treatment of conditions in an interactive session. Along with other great presenters, 2018 will offer something for everyone. Don't forget to come and say G'day. Hope to see you all in the Gold Coast.

Garry Lavis

Massage & Myotherapy Australia
National Conference Committee Chairman.

Conference Committee

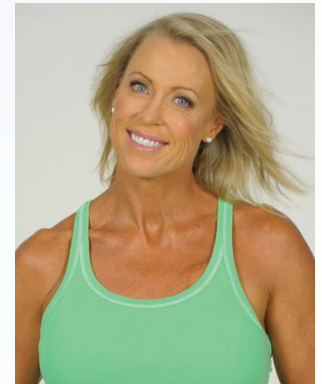
Garry Lavis (Chair), Ian Coward, Sonya Leslight, Steven Goldstein, David Sheehan, Daniel Lambrou, Tricia Hughes

Keynote

Redefine Your Role and Value Lisa Curry

Lisa Curry AO is undoubtedly one of Australia's most popular personalities with a unique and powerful message about personal success, overcoming obstacles, discipline, determination, regaining your health and getting the best out of people. She is a triple Olympian, best-selling author, TV personality and coach although best known for her long and successful swimming career spanning an awe-inspiring 23 years. As well as competing in three Olympic Games, she also competed in two World Championships and three Commonwealth Games so she is entirely familiar with 'The Competitive Edge'.

She was the first woman to be appointed Chair of the National Australia Day Council and was awarded an AO for lifting the values of what it means to be an Australian through her work in this role. She has also been awarded an MBE and OAM for services to sport and the community.

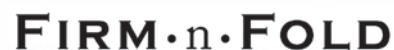


Conference Sponsors

Platinum



Gold



Silver



Lanyards



Fast claims... on the spot

Keynote

The Only Word? The Last Word?

John Sharkey

In this dynamic presentation, respected authority John Sharkey raises the question 'What paradigms are we currently using that have no basis in fact or are not supported by empirical science?' Is it time to expand our understanding and explanations of human anatomy, physiology and motion guided by the new evidence coming from sources such as 'Biotensegrity-anatomy for the 21st century'? Have we heard 'the only word' or 'the last word' when it comes to accepted paradigms influencing national and international standards concerning massage and myotherapy? Has the time come to update our positions and our thinking based upon our newly found understanding of human anatomy and physiology?



The Intramuscular Hamstring Tendon – Why It Is Important

Peter Brukner

This presentation focuses primarily on the hamstrings, the anatomy of the intramuscular tendon, the classification of muscle injuries, and the clinical features, imaging findings and management of the intramuscular hamstring tendon injury. Intramuscular tendon injuries have received little attention as an element in 'muscle strain'. In a number of lower limb muscles, such as the hamstring, quadriceps and soleus, the attached tendon extends for a significant distance within the muscle belly. Thus, while the pathology of most muscle injuries occurs at a musculotendinous junction, at first glance the athlete appears to complain of pain within a muscle belly. In addition to the musculotendinous injury being a site of pathology, the intramuscular tendon itself is occasionally injured. These injuries have a variety of appearances on MRI images. There is some evidence that these injuries require a prolonged rehabilitation time and may have higher recurrence rates. Therefore, it is important to recognise the tendon component of a 'muscle strain'.



Frozen Syndromes from a Biotensegrity viewpoint

John Sharkey

'Frozen' – no, not the movie but just as popular! Frozen shoulder, frozen back, frozen neck – well, frozen just about anything. More and more patients are complaining of stiff, painful muscles and impossible to move joints. Learn about the underlying cause of frozen syndromes and develop a therapeutic intervention based on John's anatomical dissections and a new understanding of the anatomy of fascia.

Sessions

A Practical Approach to Assessing and Treating Upper Body (and Lower Body) Conditions for Manual Therapists

Peter Brukner

Peter will lead an interactive discussion around case studies of limb conditions focusing on differential diagnosis, appropriate imaging, and choice of treatment options. The emphasis will be on the scientific evidence behind treatment options and will also focus on proximal contributors to distal clinical problems. *Note: Saturday's session focuses on the Upper Body and Sunday's session focuses on the Lower Body.*

Proprioceptive Re-education for Athletic Performance: Using Ortho-Bionomy for Optimum Training and Recovery

Bruce Stark

Peak athletic performance requires movement efficiency, flexibility, strength and energy resources. Developing these elements during training requires the maximum responsiveness from the body. Proprioceptive re-education stimulates the neurological feedback that contributes to the athlete's kinesthetic awareness and the body's self-corrective responses. Ortho-Bionomy, a form of structural bodywork using gentle positioning and movement of the body, works extensively with these mechanisms to support an athlete's training as well as speeding up recovery from injury or overuse. In this presentation Bruce will cover the principles of proprioceptive re-education and how they work, highlighting what techniques can be used to access these re-education dynamics and presenting examples of how these techniques can be integrated into your work to benefit both athletes and non-athletes alike.

Dry Needling - Effective Treatment of Myofascial Trigger Points

John Sharkey

Based on thirty years' experience of treating trigger points, respected international authority John Sharkey will share his secrets for successful dry needling interventions supported by neuromuscular techniques that are safe, appropriate and effective. Experience the dynamics of John's session that is suitable for all therapists that use myofascial dry needling, from beginner to those wanting to review or improve techniques. Join the man who introduced dry needling to Europe. *Some dry needling training is pre requisite.*

Sessions (cont.)

Are Your Clients Active Couch Potatoes? Learn to Effectively Assess and Treat Conditions Arising from Poor Posture

Braeden Melmer

The effects of 'The active couch potato' phenomenon and how this is influencing our neuro-musculo-skeletal development. Identifying why poor posture plays such a large role within more complex movements (i.e. within sport); how it inhibits basic and more compound movements required in sport by assessing and treating conditions arising from this phenomenon (identifying correct posture to maximise movement); extrapolating/applying findings to treat sports conditions, injury and also by providing specific examples through particular functional movements.

Adding Kinesiology Taping to Your Toolkit

Steve Stahl

This presentation will showcase the modern theory about kinesiology taping, and have the attendees practice many common applications for pain mitigation, inflammation and postural cueing. The session will be highly practical and show how simple and effective kinesiology tape can be, and an easy addition to the therapist's treatment toolkit.

A 'Process Approach' For the Lower Body (Saturday)/Upper Body (Sunday)

Neil Meigh

Neil will be discussing Dr Eyal Lederman's Process Approach for manual and physical therapists, an evidence-informed therapeutic model for manual and physical therapists. The Process Approach redefines the traditional therapist-patient roles, incorporating manual therapy, exercise and client education. *IMPORTANT: You will have an opportunity to choose one day only.*

Kinesiology: Balancing Conditions of Muscle Stress with Acupressure

Sherril Taylor

In the morning workshop, Sherril will look at: Kinesiology, Conditions of Muscle Stress. The afternoon workshop Section 1 will look at Acupressure: Balancing 'Pectoralis Major Clavicular. The afternoon workshop Section 2 will look at Balancing the Upper Body Muscles with the Seven Chi Keys.

Pre-Conference Workshops

BioTensegrity Focused Human Dissection Course

John Sharkey

Clinical Anatomist John Sharkey leads the dissection and assists your understanding of continuity and human form. Witness the tensional nature of our Fascial Embryological Origins exploring how movement and form, in BioTensegrity architecture, are exquisitely interrelated from conception and throughout life. *Note: very limited numbers available so please book directly through the Association's website massage.myotherapy.com.au*

Functional Movement for Elite Athletes and Everyday Life

Braeden Melmer

Functional Movement for Elite Athletes and Everyday Life has been designed to breakdown the biomechanics of various exercises that can support the ongoing mobility and rehab of Athletes and everyday clients. Exercises such as lunges, deadlifts and the versatile squat will be explored, along with their many variations, while identifying the advantages of each.

Stiff Ribs Can Mean Pain in the Legs: Linking Hypomobile Costotransverse (Rib) Joints to Distal Muscular Pain.

Kym Finch

This dynamic workshop is filled with practical hands-on techniques that incorporate myofascial slings and their interaction with joint hypomobility including the thoracic spine and ribs. Assessment of the ribs are often neglected and the interpretation of this information relative to pain in other regions in the body can be confusing. Predictable myofascial tension patterns will be discussed and how muscles often distal to the ribs and thoracic spine can create joint stiffness in these regions.

This one-day course will cover: basic joint play costotransverse/rib assessment; thoracic rotation assessment, interpretation and treatment demonstration, how to effectively treat functional thoracic/rib dysfunctions without causing pain; and unlocking thoracic spine/rib hypomobility through neuromuscular contractions of pectineus muscles.

Meet the presenters

John Sharkey

John Sharkey MSc is a Clinical Anatomist, Exercise Physiologist and Founder of European Neuromuscular Therapy. A pioneer of our profession, teaching, writing and presenting bodywork and movement therapies for over thirty years. With a special focus on Biotensegrity-Anatomy for the 21st century, John is a recognised authority in fascial anatomy and physiology.



Peter Brukner

OAM, MBBS, FACSP, FASMF, FACSM, FFSEM

Peter Brukner is a specialist sports and exercise physician whose most recent position has been Australian cricket team doctor for the past five years. Peter is the founding partner of Olympic Park Sports Medicine Centre in Melbourne and Professor of Sports Medicine at Latrobe University. A founding Executive Member of the Australasian College of Sports Physicians, he served two terms as President and played a key role in establishing sports medicine as a medical specialty in Australia. Peter is the co-author of the widely used text book Clinical Sports Medicine and has been team physician for professional football clubs as well as national athletics, swimming, soccer and men's hockey teams including Olympic and Commonwealth Games. He is the co-founder of the public health campaign SugarByHalf.



Neil Meigh

Neil Meigh AKA 'The Kettlebell Physio', is a PhD candidate at Bond University and Adjunct Teaching Fellow in the Doctor of Physiotherapy program. Former Owner/Director at PRIDE Physiotherapy & Nutrition, Neil is also an Exercise Scientist, Myotherapist, Personal Trainer and RKC Kettlebell Instructor. A Course Coach at the Australian Institute of Massage and QAcademy for nine years, Neil was instrumental in the development and delivery of Queensland's first Myotherapy program. His passion is population health, with special interests in education, pain science and mechanotherapy. RKC, PhD(c), D.Phty, BSc ExSci, Ba(Hons) Bus&Mgmt, GradDipManipTher, AdvDipMyo, CertIV Fit.



Braeden Melmer

Braeden is a senior associate Chiropractor at Neurohealth. He studied at the University of Guelph in Ontario, Canada, with a Bachelor of Science in Human Kinetics (HK) and a four-year Doctor of Chiropractic program Canadian Memorial Chiropractic College in Toronto. He has also taken additional treatment courses in Active Release Therapy (ART) and Medical Acupuncture at the McMaster University. Braeden brings his international experience with a variety of techniques to help you on your journey towards optimal health.



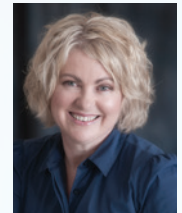
Steve Stahl

Steve Stahl, B Physio, M Physio (Sports), Member APA and SMA, is a sports physiotherapist and Director of Education for RockTape. He consults at the Corio Bay Health Group in Geelong in addition to his role at RockTape. Steve's clinical interests include knee and shoulder rehabilitation. He is an avid user of kinesiology taping and keen to demonstrate how it fits with the latest pain science methodology.



Kym Finch

Kym Finch is the Founder of Finch Therapy, Director and practicing Remedial Therapist at Positive Pain Solutions (Chronic Pain Clinic in Brisbane). During her 20-year career, Kym has been published, presented nationally with TAFE institutions, private workshops and for Massage and Myotherapy Association Australia.



Sherril Taylor

Sherril Taylor runs an international kinesiology training centre and private practice in Casuarina NSW. Sherril trains practitioners and teachers in Applied Physiology, Kinergetics and Right Use of Power, communication skills. Her love of these modalities, her personal passion and wealth of experience is felt when attending her seminars. Sherril has more than three decades' experience in teaching and development.



Bruce Stark

Bruce Stark has over 30 years' experience in the field of therapeutic bodywork and as a Practitioner and Advanced Instructor of Ortho-Bionomy. Bruce maintains a private practice in Sydney and teaches Ortho-Bionomy in Sydney and extensively throughout Australia and New Zealand. Prior to moving to Sydney in 2001 he was on the faculty of the University of Wisconsin - Madison Medical School for 12 years teaching physical examination skills and interpersonal communication. He was a trainer with the Somatics College of Body Oriented Psychotherapy in Sydney and taught with the Somatic Psychotherapy Institute of Australia.



Ian Coward

Ian has been a Remedial Massage Therapist and a Yoga teacher for 20 years. He is classic Hatha Yoga trained by practising an eclectic style. Ian incorporates yoga into his therapist work to not only benefit his clients but also for his own wellbeing. Ian is a Life Member of Massage & Myotherapy Australia with many years' experience working behind the scenes at Director and Board level.



Conference Program

Friday 15 June

Pre-Conference Workshops

BioTensegrity Focused Human Dissection Course: John Sharkey
Functional Movement for Elite Athletes and Everyday Life: Braeden Melmer
Linking Hypomobile Costotransverse (Rib) Joints to Distal Muscular Pain: Kym Finch.

Registration: Friday 3.00pm -5.15pm and Saturday 7.00am-8.30am

Saturday 16 June - Day 1

Keynotes

Arrive 8.45 for 9.00am start.
 Redefine Your Role and Values: **Lisa Curry**

The Only Word? The Last Word: **John Sharkey**

Sessions

Stream 1

11.15-4.30pm

Dry Needling - Effective Treatment of Myofascial Trigger Points:
John Sharkey

A 'Process Approach' with Exercise and Movement Strategies for the Lower Body:
Neil Meigh

Are Your Clients Active Couch Potatoes? Effectively Assessing and Treating Conditions Arising from Poor Posture:
Braeden Melmer

Adding Kinesiology Taping to Your Toolkit: **Steve Stahl**

Stream 2

11.15-3.00pm

Case Study a Practical Approach to Assessing & Treating Upper Body Conditions:
Peter Brukner

3.30-4.30pm
 Proprioceptive Re-education for Athletic Performance Using Bio-Orthonomy for Optimum Training and Recovery:
Bruce Stark

7.30pm Gala Dinner

Sunday 17 June – Day 2

Keynotes

Arrive 8.45 for 9.00am start.
 The Intramuscular Hamstring Tendon - Why It is Important:
Peter Brukner

Frozen Syndromes from a BioTensegrity Viewpoint: **John Sharkey**

Sessions

Stream 3:

11.15-4.30pm

Dry Needling - Effective Treatment of Myofascial Trigger Points:
John Sharkey

A 'Process Approach' With Exercise and Movement Strategies for the Upper Body:
Neil Meigh

Are Your Clients Active Couch Potatoes? Effectively Assessing and Treating Conditions Arising from Poor Posture:
Braeden Melmer

Kinesiology - Balancing Conditions of Muscle Stress with Acupuncture: **Sherril Taylor**

Stream 4

11.15-3.00pm

Case Study a Practical Approach to Assessing & Treating Lower Body Conditions:
Peter Brukner

3.30-4.30pm
 Proprioceptive Re-education for Athletic Performance Using Bio-Orthonomy for Optimum Training and Recovery:
Bruce Stark

4.15pm Closing Comments

7.30am Sunday Special Event: Yoga session with Ian Coward.

Early Bird Booking

Book by 27 April 2018 for the special Early Bird Rate! Complete the booking form on the next two pages or visit the website www.massagemyotherapy.com.au for more information on how to book.

Please forward your completed form to: **Ozacom+**
PO Box 104, RBH Post Office QLD 4029 | Email: ozacom@ozacom.com.au
Toll Free within Australia: 1800 814 611 | Tel: 07 3854 1611 | Fax: 07 3854 1507

Step 1: Contact Details

Surname:	Given Name:	Title:
Mailing Address:		
City:	State:	Postcode:
Telephone:	Mobile:	
Email:		
Dietary Requirements: vegetarian / gluten free / diabetic / lactose intolerant / other:		

Step 2: Registration Details

All prices are in Australian Dollars and inclusive of 10% GST. Your registration includes morning/afternoon teas and lunch on Saturday and Sunday. The conference dinner on Saturday night is fully inclusive and cannot be separated from the conference fee, (no discounts for those unable to attend the dinner).

Registration Type	Member Option 2	Early Bird Booked and paid on or before 27 April, 2018	Booked after 27 April, 2018
Full Registration Member - Option 1		<input type="checkbox"/> \$ 525.00	<input type="checkbox"/> \$ 575.00
Full Registration Member - Option 2 Pay by 2 instalments	<input type="checkbox"/> \$ 270.00 Due now (With second payment of \$270.00 due 30 March)		
Full Registration Non Member		<input type="checkbox"/> \$ 630.00	<input type="checkbox"/> \$ 660.00
Student Registration (Must show proof of fulltime student status at time of registration)		<input type="checkbox"/> \$ 300.00	<input type="checkbox"/> \$ 300.00
Additional Gala Dinner Tickets		<input type="checkbox"/> \$ 140.00 x _____ Saturday, 16 June, 2018	

A cancellation fee of \$100 will apply to any registration cancelled. Please note, no refund will be given should you elect to cancel after 18 May, 2018. However, you may substitute a replacement delegate at no charge. All cancellations and substitutions must be made in writing to Ozacom+.

Subtotal Step 2 \$ _____

Step 3: Pre-Conference Workshops - Friday 15 June, 2018

Functional Movement for Elite Athletes and Everyday Life	Braeden Melmer	<input type="checkbox"/> \$ 185.00
Stiff ribs can mean pain in LEGS! Finch Therapy: Linking hypomobile costotransverse (rib) joints to distal muscular pain	Kym Finch	<input type="checkbox"/> \$ 185.00

Subtotal Step 3 \$ _____

"BioTensegrity Focused Human Dissection Course presented by John Sharkey
Register Today at www.massagemyotherapy.com.au"

Step 4: Conference Sessions

Delegates will have an opportunity to participate in (1) of the workshops below and on the alternate day spend time with Peter Brukner who will present on various case studies relevant to manual therapists with a focus on assessment and treatment options. **Please number the boxes in order of preference from 1-5.** We will do our best to accommodate your preferences.

A 'process approach' with exercise and movement strategies for the lower body	Neil Meigh	Sat <input type="checkbox"/>	
A 'process approach' with exercise and movement strategies for the upper body	Neil Meigh		Sun <input type="checkbox"/>
Dry Needling—effective treatment of Myofascial Trigger Points	John Sharkey	Sat <input type="checkbox"/>	Sun <input type="checkbox"/>
Are your clients Active Couch Potatoes? Learn to effectively assess and treat conditions arising from Poor Posture	Braeden Melmer	Sat <input type="checkbox"/>	Sun <input type="checkbox"/>
Adding kinesiology taping to your toolkit	Steve Stahl	Sat <input type="checkbox"/>	
Kinesiology—Balancing Conditions of Muscle Stress with Acupressure	Sherril Taylor		Sun <input type="checkbox"/>

Step 5: Massage & Myotherapy Australia Conference Polo-Shirts and Caps

Shirts are \$39 each, (including GST, postage and handling) there is no limit on how many orders. Orders must be received by 13 April 2018 to be collected from the conference registration desk. Orders received after 13 April 2018 will be mailed post conference, to the address provided in Step 1.

Female Size: 6 x ___ 8 x ___ 10 x ___ 12 x ___ 14 x ___ 16 x ___ 18 x ___ 2XL x ___ 3XL x ___ 4XL x ___ 5XL x ___
Colour: Green Grey

Male Size: XS x ___ S x ___ M x ___ L x ___ XL x ___ 2XL x ___ 3XL x ___ 4XL x ___ 5XL x ___
Colour: Green Grey

Caps: one size fits all \$ **12.95** x ___ **Colour:** Green Grey

Subtotal Step 5 \$ _____

Step 6: Accommodation - Please note additional options may be available online during the registration process.

Property	Room Type	Rate per night
The Star Gold Coast Broadbeach Island, Broadbeach	Superior Deluxe Room	\$279.00 room only \$313.00 including one breakfast \$347.00 including two breakfasts
Sofitel Gold Coast 81 Surf Parade, Broadbeach	Classic River Room	\$280.00 room only
Peppers Broadbeach 21 Elizabeth Avenue, Broadbeach	One Bedroom Apartment	\$269.00 minimum 2 night stay
	Two Bedroom Apartment	\$332.00 minimum 2 night stay
Freshwater Point Broadbeach 33 T E Peters Drive, Broadbeach	One Bedroom Apartment	\$170.00 minimum 3 night stay
	Two Bedroom Apartment	\$225.00 minimum 3 night stay
	Three Bedroom Apartment	\$305.00 minimum 3 night stay
Broadbeach Travel Inn 2651 Gold Coast Highway, Broadbeach	One Bedroom Superior	\$170.00 no minimum
	One Bedroom Lux	\$180.00 no minimum
	Two Bedroom Standard	\$220.00 no minimum
Hotel Preference:	Room Type:	Sharing with:
Check in:	Check out:	

Special Requests:

Accommodation Deposit Details:

A one night deposit is required to secure and confirm your accommodation. On this form, you can request the payment to be made by either cheque or direct deposit. To protect your credit card security and meet PCI compliance, if you are wishing to pay by credit card, please proceed to our online portal or alternately tick the box for credit card payment below and one of our team will contact you via telephone to complete your transaction. In ticking this box the accommodation venue may charge the equivalent of one night's accommodation to your credit card prior to arrival. (An imprint of your credit card will be required upon check in and your full account is to be settled with the hotel on departure. NB No monies will be debited from your credit card by Ozaccom+ for accommodation.) Alternately, if you are paying the one night deposit requirement by cheque, tick the cheque payment box and insert the accommodation deposit of one night where stated in section H and include this amount in the cheque total. International delegates choosing to pay by cheque must provide an international bank draft in Australian Dollars and drawn on an Australian Bank and Branch.

Subtotal Step 6 \$ _____

Step 8: Payment

To protect your credit card security and meet PCI compliance, if you are wishing to pay by credit card, please proceed to the online registration portal or alternately tick the box for credit card payment below and one of our team will contact you via telephone to complete your transaction. International delegates choosing to pay by cheque must provide an international bank draft in Australian Dollars and drawn on an Australian Bank and Branch.

Conference Registration	Step 2	\$ _____
Pre-Conference Workshops	Step 3	\$ _____
Conference Polo-Shirts / Caps	Step 5	\$ _____
Accommodation Deposit (1 night deposit)	Step 6	\$ _____
TOTAL (Including GST)		\$ _____

Credit card

*Please note financial management fees apply.

Cheque Payments:
(Payable to Ozaccom Pty Ltd)

Direct Deposit

Bank transfer in AUD to:

Ozaccom Pty Ltd

Account No: 122442692 BSB 633-000

When your payment has been processed, please forward a copy of the bank transfer receipt and your invoice by email to ozaccom@ozaccom.com.au or fax to 07 3854 1507 so that we can identify your payment when received.

Terms & Conditions

Registration:

All prices quoted in Australian Dollars and include GST of 10%. Registrations are not confirmed without payment. Payment must be made in Australian Dollars. To received the Early Bird Registration discount, payment must be received by the registration deadlines of 27 April, 2018. Overseas delegates must pay by credit card. Photocopies of cheques cannot be accepted as payment. Cheque payments should be made payable to Ozaccom Pty Ltd. Credit card payments will appear on your statement with Ozaccom Pty Ltd as the merchant. A fee of \$10 may apply to re-process a registration for declined credit cards. Full Members nominating Option 2 will lose their preference for sessions should the deadline pass.

Cancellations: All cancellations, amendments and substitutions must be made in writing to Ozaccom+. Cancellations by telephone will not be accepted.

Registrations: A cancellation fee of \$100 will apply to any cancelled registration. No refund will be given to any registration cancelled after 18 May 2018, however, you may substitute a replacement delegate free of charge.

Accommodation: All accommodation room rates are listed in Australian Dollars and are valid for the convention only if booked through Ozaccom+. Rates include GST, are quoted on a per room per night basis and are for the room only. Rates and all information are current at time of printing and may be subject to change without prior notification. Accommodation bookings made within 30 days of the guests check-in date may be subject to further terms & conditions and hotels may charge a credit card fee. Cancellations made within 7 business days prior to arrival will incur a penalty. It is at the hotel's discretion as to the cancellation penalty charged. All cancellations must be made in writing to Ozaccom+. Written confirmation will be advised by email - if no email address supplied, a confirmation letter will be forwarded by post. Accommodation Tax Invoices will be issued by your chosen hotel upon checkout.