



2026 Digital Health Week Conference & Exhibition Terms and Conditions

Thank you for registering for the 2026 Digital Health Week Conference & Exhibition delivered by Health Informatics New Zealand (HiNZ) in partnership with the Digital Health Association (DHA).

Digital Health Week is a collaborative professional event that brings together educational sessions, networking, exhibitions, meetings and other activities designed to support knowledge sharing and professional connections.

By registering for the Conference, you agree to these Terms and Conditions. These Terms apply to all delegates, speakers, exhibitors, sponsors, media representatives and contractors.

Registration and Payment

Registrations are accepted once submitted and are confirmed once payment arrangements have been completed. Payment remains due unless a registration is cancelled in accordance with these Terms.

Invoices are due within 14 days unless registering after **29 September 2026**, when payment by credit card is required. Full payment must be received before attending the Conference.

Credit card payments incur the published administration fee.

HiNZ reserves the right to refuse or cancel a registration where reasonably necessary, including where payment has not been received, false information has been supplied, or a delegate has previously breached these Terms or the Conference Code of Conduct. Where HiNZ cancels a registration for reasons unrelated to delegate conduct, any registration fees paid will be refunded.

Cancellations, Substitutions and Refunds

If you are unable to attend the Conference or a workshop, please notify HiNZ in writing as soon as possible.

Substitutions

Registration substitutions are permitted at no additional charge until the published substitution deadline. The replacement delegate must meet any applicable registration eligibility requirements.

Delegate Cancellations and Refunds

Cancellation requests received:



- On or before 18 September 2026 (more than 60 days before the Conference) will receive a refund, less the applicable administration fee:
 - Conference registrations: NZ\$180 per registration.
 - Workshop-only registrations: NZ\$50 per registration.
- Between 19 September and 19 October 2026 (30–60 days before the Conference) will receive a refund, less the applicable cancellation fee:
 - Conference registrations: NZ\$350 per registration.
 - Workshop-only registrations: NZ\$100 per registration.
- On or after 20 October 2026 (less than 30 days before the Conference) are not eligible for a refund.

The administration and cancellation fees contribute towards the costs of processing registrations and cancellations, payment transaction costs, and event commitments made in advance of the Conference.

As significant venue, catering, technology and other event costs are committed prior to the Conference, refunds cannot be provided within 30 days of the event.

Exceptional Circumstances

HiNZ understands that unforeseen circumstances can arise. Requests relating to serious illness, bereavement or other exceptional circumstances may be considered on a case-by-case basis at HiNZ's sole discretion. Supporting information may be requested.

Changes to the Event

HiNZ and the Digital Health Association (DHA) reserve the right to make reasonable changes to the Conference where necessary. This may include changes to the programme, speakers, session times, venues, workshops, conference activities, technology or delivery format.

While every effort will be made to deliver the published programme, speaker substitutions, presentation changes, timetable adjustments and other programme amendments do not entitle delegates to a refund.

If circumstances beyond the reasonable control of HiNZ or DHA - including, but not limited to, severe weather, natural disasters, public health emergencies, venue closures, government requirements or restrictions, industrial action, supplier failure, utility outages, technology failures, cyber security incidents, or any other event that materially affects delivery of the Conference - prevent the Conference from proceeding as planned, HiNZ and DHA may postpone, reschedule, relocate, cancel, or deliver all or part of the Conference in an alternative format.

Where the Conference is postponed, rescheduled, relocated or delivered in an alternative format, registrations will automatically transfer to the revised Conference unless HiNZ advises otherwise.





If HiNZ cancels the Conference without offering a reasonable alternative, delegates will receive a full refund of registration fees paid.

Delegate cancellation requests remain subject to the Delegate Cancellations and Refunds policy above.

Admission to individual sessions, workshops and conference activities is subject to venue and session capacity. Some sessions, including silent theatre sessions, have limited capacity and entry cannot be guaranteed. Delegates are encouraged to arrive early for popular sessions.

Where delegates are unable to attend a session due to capacity limitations, HiNZ may make presentation materials, recordings or AI-generated session summaries available after the Conference where appropriate. Availability of these materials is subject to presenter approval and cannot be guaranteed for every session.

Delegates are responsible for their own travel and accommodation arrangements. HiNZ and DHA recommend booking flexible travel and accommodation where possible, as neither organisation accepts responsibility for travel, accommodation or other costs arising from changes to the Conference.

Health, Safety and Wellbeing

Please do not attend if you are unwell with a contagious illness.

Delegates must comply with venue health and safety requirements and follow any reasonable directions from conference staff.

Dietary requirements notified at least seven days before the Conference will be accommodated where reasonably practicable.

HiNZ is committed to providing an inclusive event. Delegates requiring accessibility accommodations are encouraged to contact the organisers as early as possible so reasonable arrangements can be made.

Code of Conduct

Everyone is expected to behave professionally and respectfully throughout all Conference activities, including workshops, networking functions, exhibition areas, social events and online conference platforms.

Harassment, intimidation, discrimination, disruptive behaviour or unauthorised commercial solicitation will not be tolerated.

HiNZ and DHA may remove any person whose behaviour compromises the safety, wellbeing or enjoyment of others, or who breaches these Terms, without refund.

Conference badges must only be used by the registered delegate and must be worn when requested for entry to Conference activities.



Photography, Recording, Intellectual Property and AI

Photography and video recording will occur during the Conference for promotional, educational and archival purposes.

By attending, delegates consent to being photographed or recorded unless they advise the organisers before the event.

Delegates may take personal photographs, but recording or redistributing presentations or workshops requires the prior permission of both the presenter and HiNZ.

Presenters retain ownership of their presentation materials unless otherwise agreed. By presenting at the Conference, presenters grant HiNZ and DHA a non-exclusive licence to record, reproduce and use presentation recordings, presentation titles, abstracts and reasonable excerpts for Conference delivery, delegate access and future promotional purposes unless otherwise agreed in writing.

HiNZ may use AI-assisted technologies to support Conference delivery, including transcription, captioning, summarisation, search and delegate services. Appropriate safeguards will be applied to protect personal information in accordance with applicable privacy law.

Privacy and Conference App

The Conference app and associated digital platforms are provided to enhance the delegate experience and may include networking, recommendation and AI-assisted features.

Personal information will be managed in accordance with New Zealand privacy law and HiNZ's Privacy Policy.

If you choose to interact with a sponsor or exhibitor by scanning your badge, requesting information, attending a sponsored activity or otherwise providing your contact details, you consent to those details being shared with that organisation.

Sponsors and Exhibitors

Sponsor and exhibitor agreements become binding once accepted.

Sponsors and exhibitors are responsible for maintaining appropriate insurance, complying with health and safety requirements, meeting published payment deadlines and complying with all exhibitor guidelines.

International clients remain responsible for GST where applicable under New Zealand law.



Workshops

Workshop places are limited and allocated on a first-registered, first-served basis unless otherwise advised.

HiNZ reserves the right to substitute workshop facilitators, amend workshop content or cancel workshops where minimum attendance levels are not achieved or circumstances require.

Media

Accredited media representatives must comply with any media accreditation conditions and may only record or photograph Conference sessions where authorised.

Liability

To the maximum extent permitted by New Zealand law, HiNZ and DHA are not liable for indirect or consequential loss arising from attendance at the Conference.

Delegates attend at their own risk and are responsible for their own travel, accommodation, insurance and personal belongings.

HiNZ and DHA accept no responsibility for loss of or damage to personal property.

Nothing in these Terms excludes or limits any rights that cannot legally be excluded under New Zealand law.

Children and Infants

Babies and young children are welcome where appropriate, provided they remain under the direct supervision of their parent or caregiver at all times and do not disrupt Conference activities.

HiNZ and DHA reserve the right to restrict access to specific areas where this is necessary for safety, licensing or operational reasons.

General

HiNZ may amend these Terms before the Conference where reasonably necessary, with the latest version published on the Conference website.

These Terms are governed by the laws of New Zealand, and any disputes will be subject to the jurisdiction of the New Zealand courts.

If any provision of these Terms is found to be unenforceable, the remaining provisions will continue in full force and effect.





Acknowledgement

By registering for the 2026 Digital Health Week Conference & Exhibition, you acknowledge that you have read, understood and agree to these Terms and Conditions.

