

DELEGATE INFORMATION



WOULD YOU LIKE TO HELP BEHIND THE SCENES AT FILEX 2010?

Here's your chance to be part of the FILEX Event Crew! The Event Crew program enables you to work for half of the convention and attend the other half for FREE! Be prepared for some hard work, with loads of fun thrown in for good measure, in this dynamic team environment.

If you are interested in this unique opportunity to work behind the scenes at the Australian industry's premier fitness event, call Network's Events Department on 02 8424 7200 or e-mail filex@fitnessnetwork.com.au for an application form today.

Applications close on Friday 12 February 2010.

N.B. Spaces are strictly limited and successful applications are confirmed on a first-come, first-served basis.

EARLY BIRD REGISTRATION

Register and pay by Monday 8 March 2010 and save \$50 per person!

FILEX is the best investment you can make in your fitness career, and by registering early you'll save \$50! Simply ensure that your payment, session selection and registration forms are postmarked by Monday 8 March 2010.

PLUS every Early Bird registration can enter to win a 2-night holiday for two.

This prize includes return economy airfares for two people and hotel accommodation for two nights at a fantastic mystery destination! Donated by the OzAccom Group.

Winners will be drawn at the Keynote Address on Sunday 2 May 2010. You must be present to win!

GROUP DISCOUNTS

Save either \$250 or \$500 with your group of five!

To receive the maximum group discount, simply send your registration paperwork for your group of 5 or more people before Monday 8 March 2010, and each delegate will receive \$100 off the registration fee. After this date, you'll still receive a \$50 discount for each delegate in your group. The following conditions apply:

- Each delegate must fill out a separate registration and session selection form.
- Session selection, registration and payment forms for all members of the group must be received in the same envelope.
- Each delegate who is not a current member of Network at the time of registration must opt for the non-member registration fees. Group registrations may be made up of both member and non-member registrations.
- Please note: Group discounts are only available when 5 or more register for the FILEX 3-day Convention, Business Gold Pass or PT Gold Pass registration categories.
- Remember, if your company is a Club Network member, there are more special group rates for you! Read on for more details.

CLUB NETWORK MEMBERS – SAVE UP TO \$600 OFF FILEX 2010!

As an Australian Fitness Network Club Network member, you will receive \$600 worth of Convention Cash vouchers, which you and your staff can use when registering to attend the FILEX 2010 Convention.

As a Club Network member you will receive 10 x \$60 discount vouchers, which you and your staff can use for:

- 3-day FILEX Convention
- Pre-convention workshops
- Business Gold Pass
- PT Gold Pass.

TERMS AND CONDITIONS OF USE

Only one voucher may be used per person, per registration. Vouchers are not redeemable for cash or goods.

Please note: Be very careful to NOT lose your vouchers as they cannot be re-issued.

NOT A CLUB NETWORK MEMBER?

If you are not currently a Club Network member, become one now. For just \$119 your 12-month membership provides you with \$600 worth of discounts on this event alone! To become a Club Network member visit www.fitnessnetwork.com.au/membership, phone 02 8424 7200 or e-mail info@fitnessnetwork.com.au

CANCELLATION AND TRANSFER POLICIES FOR FILEX 2010 AND PRE-CONVENTION EVENTS

VERY IMPORTANT – PLEASE READ

The following policies will be strictly adhered to and apply to FILEX 2010 and all pre-convention events:

- Australian Fitness Network must be notified in writing for all cancellations or transfers.
- If notified up to, and including, Friday 16 April 2010, a full refund less \$100 administration fee will be granted.
- For pre-convention events, a full refund less 25% of the registration fee will apply, if notified in writing up to and including Friday 16 April 2010.
- You may transfer your registration to another person for a fee of \$29.
- If notified after Friday 16 April 2010, no refunds or credits are available.

YOUR QUESTIONS ANSWERED

» HOW DO I REGISTER FOR FILEX?

Registration and session selections can be done in ONE of three ways:

1. **ONLINE** – at www.filex.com.au Online registration requires payment using Visa, MasterCard or AMEX.
2. **MAIL** – your registration and session selection forms and payment to: FILEX Registrations, PO Box K1385, Haymarket NSW 1240, Australia.
3. **FAX** – your registration and session selection form and credit card details to 02 9211 7601. Please confirm all pages are successfully transmitted to Network by checking your transmission report. Phone 02 9211 9337 that same day to confirm receipt of your registration.

Please submit your registration via ONE method only

» SEND YOUR FILEX 2010 REGISTRATION TO:

Web: www.filex.com.au

Post: PO Box K1385, Haymarket NSW 1240, Australia

Fax: 02 9211 7601 • **Ph:** 02 9211 9337

Please DO NOT send them to the Network office

» HOW CAN I PAY FOR FILEX?

You can pay for FILEX with the following:

- MasterCard
- Visa
- AMEX
- Cheque or Money Order (made payable to Info Salons Australia)
- Cash (not accepted by post)
- Direct bank deposit (please phone 02 9211 9337 for details and conditions).

Please note: If paying by telephone with a credit card, or via direct bank deposit, your session selection and registration forms must be faxed or mailed within one working week of submitting your payment details.

» IMPORTANT INFORMATION

- Registration is only valid with payment.
- Session selections – 1st, 2nd and 3rd choices **MUST** be filled in and sent with your registration form and payment.
- You must sign the waiver on the registration form which indicates your agreement to all convention terms and conditions.
- If another person is paying for your registration, for tax purposes, their name will appear on the invoice as the source of payment. The tax invoice will, however, be mailed to the person attending.

» WHAT DOES MY REGISTRATION INCLUDE?

Your FILEX 2010 3-day registration fee includes:

- Opportunity to earn 15 CECs
- Entry into allocated convention sessions
- Entry to the Keynote Addresses
- Unlimited entry into the Australian Fitness & Health Expo
- Session notes from the presentations that you attend (if provided by the presenter)
- Convention handbook
- Entry to the Delegate Welcome Drinks, including one complimentary drink.

» WHAT HAPPENS AFTER I SEND IN MY REGISTRATION AND SESSION SELECTIONS FORMS?

Once your payment, registration and session selections have been received and processed, you will be sent confirmation via e-mail, a tax invoice and a convention information guide. Please call 02 9211 9337 if you have not received any confirmation within four weeks of submitting your registration information. It is your responsibility to confirm that we have received your registration paperwork successfully.

» CAN I ATTEND INDIVIDUAL SESSIONS OR JUST COME TO ONE OR TWO DAYS OF THE CONVENTION?

No. FILEX 2010 is only available as a 3-day event.

» AM I ALLOWED TO ONLY ATTEND THE PRE-CONVENTION WORKSHOPS?

Yes. You may attend the pre-convention workshops without attending the 3-day convention. Simply complete the registration form, indicating which workshop(s) you wish to attend and return it to PO Box K1385, Haymarket NSW 1240 with payment.

Please note: Registration into pre-convention events does not entitle you to attend any of the main FILEX convention sessions, but does allow you to attend the Australian Fitness & Health Expo.

» CAN I REGISTER AS A CONVENTION DELEGATE AND ALSO ATTEND PRE-CONVENTION WORKSHOPS?

Yes. Please complete the Additional Events section on the registration form, selecting which workshop you would like to attend.

» DO I RECEIVE CONTINUING EDUCATION CREDITS (CECS)?

Delegates are eligible for Continuing Education Credits (CECs), which are recognised by Fitness Australia and state registration bodies. By attending the 3-day convention you can receive 15 CECs. You will receive your CEC Certificate when you register

on-site. Pre-convention workshops also provide CECs and vary between each one.

» DO I NEED TO REGISTER AT THE CONVENTION?

Yes. At the Convention Information Desk you will receive your name badge and convention pack. These items are required to enter sessions. Registration takes place at the Convention Office, Parkside Foyer Level 1, Sydney Convention Centre at the following times:

Thursday 29 April 3 – 5:30pm

Friday 30 April 7am onwards

The Convention Office remains open throughout the convention for late arrivals and general assistance.

» IS THERE A 'NO SHOW' POLICY?

For delegates who do not attend FILEX and who have not notified Australian Fitness Network prior to the convention, no refund or credit is available.

» CAN I TRANSFER MY REGISTRATION TO SOMEONE ELSE?

Yes. You may transfer your registration to someone else; however, a \$29 administration fee will be incurred. Full details, in writing, of the transferee are required by Network to arrange transfers.

» IS THERE A CLOSING DATE FOR REGISTRATIONS?

No. However, registrations received after Friday 23 April 2010 will incur a \$50 administration fee, and being so close to the event, delegate information will not be sent out, but can be picked up at on-site registration. Your tax invoice will be sent out after the event. Please note: some sessions may be booked out before the convention commences.

» CAN I BRING MY CHILDREN?

For safety reasons, and as a courtesy to presenters and other delegates, children are not allowed in the convention sessions. When accompanied by an adult, children are permitted in to the Australian Fitness & Health Expo. There are no crèche facilities at the Sydney Convention Centre.

» WILL I RECEIVE A CONFIRMATION TAX INVOICE?

A tax invoice will be issued to the person attending the convention. If you want the tax invoice in the name of the person or company paying for tax/GST purposes, this must be made clear on the payment registration forms, including their name and contact details. The invoice will state payer's name at the bottom of the invoice.

Please note: All information provided in this brochure is correct at the time of printing but may be subject to change without notice.