

A dark silhouette of the Auckland skyline is visible in the background, featuring the Sky Tower and various city buildings.

2017 UFBA CONFERENCE

AUCKLAND 27-29 OCTOBER

LEADING TOGETHER





CONFERENCE AUCKLAND 2017



Hosted by Auckland Operational Support

CFO GLENN TEAL

This is the third time we have hosted the UFBA Conference—and just as the Conference grows and changes so does Auckland.

We know you will enjoy your time here with us and hope you will have time to enjoy some of the unique activities and sights the Auckland region has to offer.

The Organising Committee look forward to meeting you at the 139th UFBA Conference and will be available to advise and help you plan things to do in your spare time.

We are aware there is a very full Conference business programme this year. However, if you would like to see a little of Auckland while you are here we have arranged to assist you with some activities/sightseeing on the Sunday afternoon after Conference ends at lunchtime.

We will have a booth at the Conference where you will get all the information you need to book a range of activities that you can purchase from the providers, such as the following attractions. All activities are close to the Conference venue.

The activities are:

- Sky Tower with three options: Indoor Observation Platform, SkyWalk and SkyJump (the last two are for the thrill seekers)
- Auckland Harbour Bridge Climb
- Waiheke Island ferry and sightseeing
- Devonport ferry and sightseeing
- Art Gallery
- Auckland War Memorial Museum
- Bars/Restaurants at North Wharf/ Viaduct Harbour/ Princes Wharf

Don't forget to book a later flight home, if you want to take advantage of all that Auckland has to offer.

The other thing we'll be doing as the Hosts, is being available to discuss the role and best use of your Operational Support volunteers.

We're looking forward to seeing you in Auckland.

Glenn Teal

**Chief Fire Officer, Auckland Operational Support
(aka Auckland Volunteer Fire Brigade)**

Important Dates

26 May	Notice of vacancies and nomination papers sent to member brigades and rural fire forces
17 July	Conference Registration opens
27 July	Remits and Nominations for Board, Vice President and Technical Panel due into UFBA office
27 Sept	Constitutional AGM information, Annual Report, notification of nominated candidates and proposed remits and association rule changes sent to member brigades and rural fire forces
27 Sept	Cut off for Delegate Nomination forms to be sent to UFBA Events Team
6 Oct	Conference registration closes. No late registrations will be accepted
19 Oct	Final information email sent to all registered attendees
29 Nov	Last date to submit expense claim forms

Contacts

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WELCOME FROM THE **UFBA** PRESIDENT



In conjunction with the United Fire Brigades' Association

PRESIDENT ALAN KITTELTY



On behalf of the United Fire Brigades' Association, I encourage all our members—urban, rural, volunteer, paid, industry and defence—to attend Conference this year.

We are now in the integration phase of Fire and Emergency New Zealand which is bringing new challenges for all of us who are committed to protecting property and lives.

The Blueprint for this phase sets out a work programme for integrating rural and urban systems, processes and tools over the next three years until June 2020. With such a programme of extensive development and change in place, the need for strong independent representation of the interests of UFBA/FRFANZ members at a local and national level will only increase.

The theme of our Conference this year is **Leading together**—a crucial aspect in ensuring UFBA, FRFANZ and our members continue their major contributions to building safe, sustainable communities throughout New Zealand.

Over the last year, fire brigades and rural fire forces have been regularly training together, sharing ideas and providing each other with support and resources. The UFBA is particularly proud of the special Leadership and Governance Workshop for rurals held at the end of June. The ongoing collaboration between UFBA and FRFANZ is resulting in growing leadership skills, stronger relationships and a greater understanding of each other's work.

We are now all part of Fire and Emergency New Zealand. I ask members, Past Presidents, Provincials and Sub Associations to liaise with neighbouring brigades and rural fire force colleagues to encourage them to attend Conference and engage in the AGM, workshops and networking social functions.

Delegates are funded for Conference—this is a great opportunity for you to find out more about Fire and Emergency New Zealand plans, policies and processes and how we can better lead, consult and advocate for our emergency services membership.

I look forward to meeting a wide range of our members in Auckland in October.

A handwritten signature in blue ink, appearing to read 'A Kittelty'.

Alan Kittelty

United Fire Brigades' Association
President





2017 UFBA CONFERENCE

ESSENTIAL DETAILS

Schedule

FRIDAY FORMAL SERVICE UNIFORM

- 0830hrs** Registration and Exhibition – Pullman Hotel
- 1130hrs** Mihi Whakatau and Welcome – Pullman Hotel
- 1200hrs** Delegates Lunch
- 1230hrs** Conference Day One commences
- 1730hrs** Conference Day One closes
- 1900hrs** Welcome Function – Pullman Hotel

SATURDAY DARK BLUE SERVICE UNIFORM

- 0800hrs** Conference Day Two commences – Pullman Hotel
- 1730hrs** Conference Day Two closes
- 1930hrs** Conference Dinner – ANZ Viaduct, Auckland Waterfront

SUNDAY FORMAL SERVICE UNIFORM

- 0800hrs** Conference Day Three commences – Pullman Hotel
- 1220hrs** Conference Photo
- 1245hrs** Conference Day Three closes – followed by optional Farewell Lunch

Conference attendance

Funded delegates are expected to attend the full Conference programme from start to finish each day.

Should you leave early, or for part of the day, UFBA reserves the right to charge you for the full cost of your registration, including flight and accommodation expenses.

UFBA Rules specifically state that you cannot leave Conference without permission of the President or the Chair of the Board.

Registration Costs

A Fire and Emergency New Zealand Brigade/Fire Force that is also a member of the UFBA, can send one member of the Brigade/Fire Force as a Delegate with voting rights to conference. Conference registration, accommodation and travel are funded for this Delegate.

Additional members of your Brigade/Fire Force may attend as Observers. These representatives do not have delegate voting rights and accommodation and travel are not funded.

Military and Industry Brigades that are members of the UFBA should refer to the Observer category. The Conference registration fee includes administrative costs, airport transfers and meals served during the Conference. This also includes your function tickets.

Past President or Life Honorary Member attending Conference as a Delegate: Please register in the Delegate category and select that you are also a Past President or Life Honorary Member. If you are unsure of which category to register for, please contact the UFBA Events Team for clarification before proceeding with your registration.

	Conference registration fee	Welcome Function	Conference Dinner	Farewell Lunch	Past Presidents Dinner*	Partners Programme
Delegate (Career, Volunteer, Rural)	Included					
UFBA Observer	\$150.00	Included				
Industrial & Military Delegates	\$150.00	Included				
NZFS HQ Staff and Management	\$150.00	\$60.00	\$80.00	\$30.00		
Partner		\$60.00	\$80.00	\$30.00	\$65.00	\$120.00
Past Presidents	Included					

*UFBA Past Presidents and their partners by invitation only.

2017 UFBA CONFERENCE

HAVE A VOICE



Have a voice at Conference

VOTING IS AN ESSENTIAL PART OF YOUR INVOLVEMENT

Every member Delegate—whether Fire and Emergency New Zealand, Rural, Military or Industry—has the right to discuss concerns and current issues and have their brigade's opinion heard. This is your opportunity to let us know what you want.

YOUR VOTE COUNTS

Every member Delegate can vote on behalf of their brigade on the important decisions made at Conference. Make sure you are familiar with the voting process so you can fully contribute.

WHAT YOU ARE VOTING FOR

You will be given the opportunity to vote for the following representative and officers of the UFBA:

- Vice President
- Board Director
- Technical Panel

There will also be opportunity for you to vote on remits that will be submitted by other member brigades. These are important to help the UFBA be better representatives for you going forward

Information on what you can vote on will be sent to your Brigade/Fire Force a minimum of one month prior to Conference. You should talk to your brigade members about how the brigade would like to vote.

Voting papers will be sent to your Brigade/Fire Force before Conference with other constitutional information. It will be easily identifiable as it will be a brightly coloured form. The nominated Delegate must collect these from the station mail box and bring them to Conference so that they can vote on the day. As the Delegate, if you forget your voting cards, replacements will be available at Conference registration on the first day of Conference only, up until the afternoon tea break.

HOW TO VOTE

- You must hand in the bottom portion of your completed voting card at the on-site registration desk to be eligible to vote.
- You will have until the afternoon tea break to hand in your voting card.
- You will be reminded at Conference to do so.
- Keep the top half of the voting card as you will need this to cast votes throughout Conference.

CAN'T MAKE IT THIS YEAR?

Did you know that if your brigade can't send a Delegate to Conference, you can ask a neighbouring brigade that is attending to vote on your behalf? Ask another brigade to cast proxy votes for you.

PROXY VOTES

Each Brigade Delegate attending Conference can also be a proxy voter for another brigade that is not attending Conference. If you want to represent another Brigade, you must collect their completed and signed voting card from them BEFORE Conference and bring it along. You will not be able to get replacement voting cards for proxy votes at Conference.

The same process of completing and returning the bottom portion of the voting paper at registration needs to occur, and you keep the top half so that you can cast a vote for the brigade you are representing as a proxy as well as your own brigade voting paper.

LEADING TOGETHER

Past Presidents and Officers of the UFBA can help this year's Conference break record Delegate numbers. We encourage you to talk to your neighbouring brigades/ fire forces or those you have close contact with and invite them to nominate a Delegate and be represented. Use your personal experience to mentor them and give them the best first-hand Conference experience ever.

Nominations and Notices of Motion

Nominations for the Board, Vice President and Technical Panel as well as Notices of Remit will close on **27 July 2017**.

Nomination forms have been sent to your Brigade/Fire Force and are also available for download from the UFBA website. Brigades will receive details of candidates and Notices of Motion in the mail at least one month prior to Conference.



2017 UFBA CONFERENCE SOCIAL FUNCTIONS

CONFERENCE FUNCTIONS

Welcome Function

CASUAL DRESS

PULLMAN HOTEL
FRIDAY 27 OCTOBER

This is a casual opportunity to mix and mingle with colleagues and make new networks.

A full sit down dinner will be served with entertainment arranged by the Auckland Operational Support Unit.



Conference Dinner

SEMI-FORMAL DRESS

WAIHEKE ROOMS – AUCKLAND VIADUCT
SATURDAY 28 OCTOBER

An elegant night with the ambience of Auckland's Waterfront. Transfers will be available to the venue and back to your Hotel at the end of the night.

Farewell Lunch

CASUAL DRESS

PULLMAN HOTEL
SUNDAY 29 OCTOBER

The Conference is scheduled to close at approximately 1pm on Sunday immediately after the group photo and will be followed by a Farewell Lunch.

Please note, this function is optional and if you need to leave prior to this due to flights or other travel arrangements, please do not feel obliged to attend the lunch.



2017 UFBA CONFERENCE

SOCIAL FUNCTIONS



ADDITIONAL SOCIAL FUNCTIONS

Past Presidents Dinner

CASUAL DRESS

PULLMAN HOTEL

THURSDAY 26 OCTOBER

This is the perfect opportunity for you to catch up with old friends and colleagues. This event is reserved for UFBA Past Presidents, partners and invited guests. A ticket to this function is included in the Past President's registration. Tickets for partners and invited guests are \$65.

Partners Programme

CASUAL DRESS

AROUND AND ABOUT AUCKLAND CITY

SATURDAY 28 OCTOBER

An enjoyable and relaxing day with something for everyone. Enjoy sampling your choice of gold medal and trophy winning wines at local cellar doors while exploring some of the more unique sites of Auckland.

Departing Pullman at around 9.45am and returning there around 4.30pm, you will visit three wineries for tastings with a buffet lunch at one—this will include your choice of either a soft drink, beer or wine (extra drinks at own cost).

Your day will include a sightseeing trip to the wild west coast of the Tasman overlooking the magnificent Muriwai black sand beach and the world renowned Takapu Gannet Colony where you can easily and safely get up close to these large sea birds, their nests, eggs and chicks.

Women's Networking Cocktail Hour

CASUAL DRESS

PULLMAN HOTEL

FRIDAY 27 OCTOBER

Hosted by the UFBA, this is an opportunity for all female firefighters to build strong connections across the country and make contacts for networking and support in a relaxed environment.





2017 UFBA CONFERENCE AUCKLAND

TRAVEL & ACCOMMODATION ENTITLEMENTS

Funded Delegates

TRAVEL

ARRIVING IN AUCKLAND

All people attending Conference should aim to arrive into Auckland no later than 10.30am on Friday 27 October. Conference Lunch begins at midday, although it is not compulsory. Official Conference business begins at 12.30pm.

Please note that the Conference Lunch on Friday is for Delegates only, partners will need to make other arrangements.

TRAVELLING BY AIR

Funded delegates are entitled to the lowest available airfare that arrives into Auckland no later than 10.30am on Friday 27 October to ensure you get to Conference in a timely manner, and departs after the close of Conference on the afternoon of Sunday 29 October.

Flights must be booked online within one week of your registration. When the process is complete, you will receive your confirmed itinerary within 24 hours. Please note, that if you do not receive your itinerary, you must contact Orbit Travel directly.

GUIDELINES TO CHOOSING YOUR FLIGHTS

Please take full advantage of using the Orbit Online flight booking system. It is important that you use the booking system provided by Orbit so that we can track your arrival and departure times and ensure that transport is available for you. If you book flights through another provider, you must notify the UFBA Events Team well in advance of your travel arrangements.

Instructions for using the system are available for download on the UFBA website and the process is relatively straightforward. If at any time you have issues with it, please contact Maria at Orbit and she can talk you through it.

IMPORTANT: Once flights are booked, they are non-refundable. Take care and ensure accuracy in booking your flights. UFBA takes no responsibility for costs associated with mistakes, cancellations or changes. If you need to make changes for any reason, any fees incurred will be invoiced to you directly. If you are not comfortable using an online travel booking system or don't have access to a computer, you may contact Maria Musgrove at Orbit to book your flights.

TRAVELLING BY ROAD

If you choose to drive, you are entitled to return mileage reimbursement, which is calculated from the centre of your town to the centre of Auckland as calculated on wises.co.nz

If you choose to drive but flying is more cost effective, you will only be reimbursed to the equivalent of your flights.

Mileage will be paid at a rate consistent with Fire and Emergency New Zealand policy on a per kilometre rate for surface travel

OTHER MODES OF TRANSPORT

You are more than welcome to take other modes of transport if you wish. Please note, UFBA will reimburse the most cost effective method of travel regardless of how you get to Conference. Transfers cannot be guaranteed outside of Auckland Airport and on any other days than scheduled.



2017 UFBA CONFERENCE AUCKLAND



TRAVEL & ACCOMMODATION ENTITLEMENTS

Funded Delegates

ACCOMMODATION

Accommodation for most attendees is being held at Pullman Hotel and the neighbouring QT Apartments. These rooms are held in a bulk booking which can only be accessed when you register online.

ATTENDEE ENTITLEMENTS

- **If you live more than 25km away from the Conference venue:** Two nights of funded accommodation at the UFBA-selected accommodation properties.
- **If you live within 25km of the Conference venue:** No funded accommodation, but you will have the option of booking at the UFBA-selected accommodation properties on a self-funded basis.

If you require additional accommodation, a formal written request should be submitted to the UFBA Events Team for approval. Applications will be considered on a case-by-case basis.

Orbit Travel will allocate rooms for delegates and funded guests based on requirements, entitlements as above and arrival times.

If you choose to stay outside the scheduled dates and above entitlements for any reason, you will be invoiced for the additional nights and required to pay in advance.

IMPORTANT: If you intend to twin share your accommodation, please book one room for the FUNDED traveller and note who you would like to share with. When the second person registers, please select 'no accommodation required' but note who you would like to share with.

TRANSFERS

Airport transfers will be automatically arranged for those booking through the Orbit Travel booking system and who are travelling on the recommended dates (Friday and Sunday of Conference). Those travelling outside of these dates must make their own transport arrangements.

Transport to and from the social functions will be arranged for everyone, where appropriate. Please note that transport to and from locations outside those organised by the UFBA will not be provided.

A final transfer schedule will be sent out with the Final Information email sent to you at least a week prior to the Conference date.

FUNCTIONS AND MEALS

All lunch and tea breaks throughout the Conference are already provided. One breakfast per day is charged back to your hotel room and will be paid for by the UFBA (excluding room service delivery charges). All other additional breakfasts are at your own cost.

All evening social functions that you choose to attend are covered by the UFBA and you will still be required to indicate your intention of attendance on your online registration. Partner costs are additional. All evening social functions have a cash bar. Please note, UFBA does not cover the cost of beverages.





2017 UFBA CONFERENCE AUCKLAND

TRAVEL & ACCOMMODATION ENTITLEMENTS

Observers and Self-Funded Attendees

FLIGHTS AND ACCOMMODATION

Observers are welcome to book flights directly with airlines, however if you use the Orbit site, we will be able to guarantee your transfers to the Conference venue. Flights must be paid for at the time of booking. If you choose to book your flights through another provider other than Orbit, please advise the UFBA Events Team of your travel details to ensure you are included in the transfer schedule.

All accommodation is at your own cost. This accommodation can be booked directly through Orbit when registering online.

Availability and rates are not guaranteed for dates outside of the Conference.

FUNCTIONS AND MEALS

Friday and Saturday lunch and tea breaks and one ticket to each of the Welcome Function, Conference Dinner and Farewell Lunch are included for registered Observers as part of the registration cost.

All other functions and meals will be at your own cost and are not claimable as Observers are fully self-funded attendees.



2017 UFBA CONFERENCE CHECKLIST



ONLINE REGISTRATION CHECKLIST



Have you read each page of the Online Registration thoroughly? Registration is incredibly straightforward and instructions are included in the headers of each page.



Have you spelt your name and brigade correctly? And more, importantly, is your partner's name right? This information is used on your name badges so what you type is what you'll get!



Have you entered your attendance at the correct functions? For funded delegates, tickets to social functions are included in your registration but you must still indicate your intention to attend.



Have you specified any accommodation requirements you may need? On the accommodation page of the online registration, you have a text box for comments. This is the point where you can state any mobility or special requirements.



Have you stated who you are sharing with? Ensure that when you are speaking to the person you are sharing with that you establish who is selecting the accommodation and who will select 'no accommodation required' to avoid double ups.



Have you booked your flights? This isn't a difficult process! Please contact Orbit Travel if you are having trouble with the online system.



Have you paid your invoice? Invoices need to be settled with Orbit within 7 days of registering, and definitely before you leave to attend Conference. See the FAQs on page 11 for details on methods of payment.

Remember: at any point during the online registration process, you can type a question or comment in the box provided and either Orbit Travel or UFBA Events Team will get back to you promptly.





2017 UFBA CONFERENCE AUCKLAND

FREQUENTLY ASKED QUESTIONS

Do I have to travel in my undress uniform?

No, you don't, but you need to be in your undress uniform at the start of the Conference. If your hotel room is not ready, a space will be found in the Conference venue.

Why do I have to wear undress uniform on Sunday?

Sunday is the day that we install the new officers and it is a formal occasion which requires undress uniform.

What do I wear if I don't have dress uniform?

This should apply only to Rural Fire Forces or Industry Brigades. A suit would be most appropriate. However, if you do not own one, a collared shirt with tie and dress pants would be suitable. Whatever you would wear to formal occasions with your Brigade or Fire Force.

I know what my total expenses will be before the Conference; can I send you my expense claim beforehand? Where can I get one?

Expense claims are processed after the Conference. The form will be included in your Registration confirmation email and also attached to your Final Information email that you will receive no later than a week before the Conference. We no longer include expense claim forms in the registration packs. Please note we can only accept UFBA expense claim forms. Any other claim form will be returned to you, unprocessed.

When do I have to get my expense claim in by?

Expense Claim Forms must be received by the UFBA office by 29 November 2017. No exceptions will be made.

I have special dietary requirements; will you be able to help me?

When you register, there is a place for you to enter your dietary requirements. If you forget to do so, or if they have changed, please contact Orbit Travel directly. The UFBA will make arrangements for those with special diets where possible. Please note that we must receive notice of special diets no less than 10 working days before the Conference in order to notify all our suppliers.

Must I stay at a UFBA-selected accommodation provider?

We highly recommend that you do, but no, you don't have to. However, transport will not be provided from your chosen accommodation provider to the Conference and/or social function venues. You will also need to claim back your accommodation using an expense claim form and valid itemised GST receipts. Reimbursement will only be to the value of the nightly rate as stated on the GST receipt or \$150.00, whichever is the lower amount.

Please note that if you use your own vehicle during the conference, your mileage will not be covered.

I want to have a holiday before or after the conference, can I stay in the same accommodation?

Yes, you may, providing there is availability at the hotel—please contact Orbit Travel directly to arrange this. The UFBA does not guarantee rates or availability.

My partner is interested in seeing some of the Conference, are they able to come with me?

Partners are welcome to attend any of the Conference sessions and there will be chairs available at the back of the room for them. Please note:

- As they have not paid for food and beverages, they will not be eligible to attend any breaks
- If they wish to have the full benefits of participating in Conference, they must register as an Observer
- Observers and partners do not have speaking rights at Conference, and are to make no comment
- Respect this is a formal occasion and background noise such as whispered conversations are not appropriate
- If you require flights for your partner, our preference is that you book through Orbit, but you may choose to book through another provider if you wish
- You must advise us of your travel details well before Conference if you wish to be included in the UFBA-arranged transfers
- UFBA does not fund your partner's travel costs.

2017 UFBA CONFERENCE AUCKLAND



FREQUENTLY ASKED QUESTIONS

If I am room-sharing with my partner, do I have to pay some additional accommodation costs?

- If you are a UFBA-funded attendee and are already qualified for funded accommodation, you are not required to pay any additional accommodation cost.
- You will however be required to pay for the additional breakfast should your partner eat at the hotel and any other room cost that may be incurred that is above and beyond the delegate inclusions.
- Please specify bedding configuration (double or twin share) at the time of registering.

Will I be able to sit with my friends at Conference?

There will be reserved seating at Conference for Past Presidents, the Board, guests and media. Nominated Brigade Delegates will be able to collect their brigade nameplate at registration and will be able to choose where they sit. Please do not ask for other Delegates nameplates at Registration to reserve seating for them.

Where can I park?

Parking at accommodation providers varies and is likely limited. Once you have been allocated a hotel, we would recommend that you contact the hotel directly and ask about specific arrangements. If you wish to drive to the Conference venue, here are several carpark buildings within walking distance including a Wilson Carpark next door.

Our delegate can no longer attend Conference but they are already registered. Can we swap our delegate?

This is not an ideal situation for any party involved. You need to apply in writing to the UFBA Events Team with reasons for the exchange, accompanied by a new Delegate Notification Form. If approved and the form is received before the close of online registration, there will be no charge for the name change but you will still be responsible for any accommodation and/or flight booking charges imposed by the hotel or airline. If you want to make a Delegate change after this date, you will incur administrative charges to change your Delegate, along with being responsible to pay for any charges to change already booked flights and/or accommodation.

Where do I send my payment to?

Orbit Corporate Travel PO Box 3646
Wellington 6011, New Zealand
Please make cheques payable to Orbit Travel Wellington.

PLEASE NOTE: Any cheques made payable to the UFBA will be returned to the sender.

What are my payment options?

Bank deposit

The bank account details are:
Account No: 06-0501-0434114-00 / Swift Code: ANZ-BNZ-22. Please ensure your name and invoice number is included as the reference.

Credit card

Contact Maria at Orbit Travel directly on 04 496 3379 or mariam@orbit.co.nz

As a Conference Delegate, is there anything I cannot claim back?

At any of our Conferences, unless otherwise stated, the UFBA does not reimburse for loss of wages, excess baggage, laundry services, hotel room service, movies, business centre charges, phone calls, airline loyalty club lounge visits, flights booked through loyalty club points, car or trailer rentals, alcohol, taxis, multiple airport trip mileage, mileage claims over the course of Conference, partner costs, or meals on nights where UFBA has already organised functions.

If you are unsure, please contact events@ufba.org.nz to get clarification and/or prior approval before booking anything you think you will be claiming that might fall outside of the normal allowances.



2017 UFBA CONFERENCE

TERMS AND CONDITIONS

The registration notes, frequently asked questions in this document and the statements below are in line with the United Fire Brigades' Association's policies and therefore form the terms and conditions that you will agree upon when registering for this event. Please read this pack carefully as to avoid disappointment. Strictly no exceptions will be made.

Constitutional Information

Rule 18 of the UFBA Constitution and Rules sets out information relating to delegates. Attention is drawn to Rule 18.1, which states that the delegate for a voting brigade "... must be an Enrolled Member on the role of the Fire Brigade Member represented and be elected in accordance with Rule 6.3."

Delegates from member brigades will need to complete the UFBA Conference Notification of Delegate Form and return to the UFBA office no later than 27 September 2017, no exceptions. It is imperative that you meet this deadline for your registration to be deemed complete.

Those members who choose to register as a delegate without having sent through the correct paperwork to the UFBA will be responsible for any costs incurred (flights, accommodation, social functions etc.) should their nomination form not be received by the deadline.

IMPORTANT: As a Conference Delegate, you must attend the full and complete Conference programme to qualify for funding. Lateness and early departure before the close of Conference will not be tolerated unless you have permission from the President or Chair of the Board.

Flight prices when booking through Orbit

Prices cannot be guaranteed until full payment is received.

Booking flights

As soon as flights are booked, they are non-refundable and non-transferable. Funded Delegates are expected to book the lowest possible fares. If you choose a more expensive flexi fare, a box pops up saying "Policy Compliance Breach" and you will need to specify a reason for choosing that flight. If it is the only available fare at your time of booking, the UFBA will pay the total cost. If there were cheaper options available, you will be charged the difference in cost. You must choose the lowest possible fare option at the time of booking.

Flights booked will be checked against the lowest fares regularly.

Cancellations, Changes and Payment

If you choose to cancel your attendance at Conference, you will be liable for all costs incurred including flights, accommodation and any cancellation fees incurred (this applies to funded delegates as well). Changes, including name changes, to registration after the closing date will incur a fee of \$50.00, plus any costs associated with changing or upgrading airline tickets or accommodation booking.

You may choose to pay by direct credit, cheque, or credit card. Please note that Orbit Travel impose a STRICT 7-day payment term on their invoices, so if you are unable to comply with this, please do not register.

Observers and Self-Funded Attendees: By registering online, you agree to the same terms and conditions as anyone else attending Conference and as outlined in this document. All costs incurred by a cancelled registration will be invoiced directly to you and are non-negotiable, due to fees that accommodation suppliers and airlines may on charge.

Expense claims

The final date for expense claims to be received by the UFBA office is **29 November 2017**, absolutely no exceptions, regardless of what category you come under. Please submit these as early as possible after Conference to avoid disappointment. This is to ensure that our finances are prudently managed.

Please ensure you provide full, itemised receipts to support your claims. Any costs unaccompanied by a GST receipt cannot be reimbursed. Exclusions are listed in the FAQs on page 11 of this document.

Conference claims submitted on forms other than UFBA expense claim forms will be returned to you, unprocessed. Only UFBA-funded attendees are entitled to submit claim forms.

UFBA will use discretion to only reimburse travel for the most cost effective method of transport regardless of how you choose to travel. Please do keep this in mind to avoid disappointment.

Photography

All photos taken at this event remain the property of the UFBA and may be perpetually published for marketing purposes without your prior knowledge. Please advise us if you do not wish your photos to be published.



Contacts

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