HSJ Host Pty Ltd
ACN 673 728 526
Suite 414, Level 2/66 Victor Cres, Narre Warren VIC 3805
1800 519 724 | contact@hsj.host | hsj.host

LEGAL CENTER

Domain Name Registration Agreement

The terms for registering, renewing and managing domain names with us.

Last updated: 14 October 2026

Introduction

This Domain Name Registration Agreement ("Agreement") applies when you register, renew or manage a domain name through HSJ Host Pty Ltd (ACN 673 728 526), trading as HSJ Host and HSJ.HOST ("HSJ Host", "we", "us", "our"). By ordering a domain name, you ("you", "your", "Registrant") agree to this Agreement.

This Agreement forms part of our Terms of Service. If this Agreement conflicts with the Terms of Service, this Agreement applies to domain names. Transfers to HSJ Host are also covered by our Domain Name Transfer Agreement.

Your rights under Australian Consumer Law. Nothing in this Agreement excludes, restricts or modifies any right or remedy you have under the Australian Consumer Law that cannot lawfully be excluded, restricted or modified.

1. How Domain Registration Works

- **Our role:** HSJ Host is a domain name reseller. We register and manage domain names for you through our accredited registrar partner, which is the registrar of record shown in the public registration data (WHOIS or RDAP) for your domain.
- **Registry rules:** each domain extension is run by a registry, which sets its own rules. Generic domains such as .com and .net are governed by ICANN policies, and .au domains are governed by auDA's rules. By registering a domain, you agree to the rules of the relevant registry and registrar, as updated from time to time.
- **Your licence:** registering a domain gives you the right to use it for the registration period, as long as you meet the registry's rules and keep it renewed. It does not give you ownership of the name itself.

2. Registrant Details

- **Your name:** domains are registered in the name of the customer or organisation that ordered them, unless you ask us to register them in another person's name with their consent.
- **Accurate information:** you must give accurate, complete and current registrant and contact details, and update them within 7 days of any change. Inaccurate details can lead to the domain being suspended or cancelled by the registry.
- **Verification:** the registry or registrar may ask you to verify your details, for example by confirming your email address. If you don't, the domain may be suspended.
- **Your representations:** you confirm that, to the best of your knowledge, the domain name and the way you intend to use it do not infringe anyone's trade mark or other rights, and are not for an unlawful purpose.

3. Additional Rules for .au Domains

- .au domain names, including .com.au, .net.au, .org.au and direct .au names, are licensed under the auDA policies, including the .au Domain Administration Rules: Licensing.
- You must meet the Australian presence and eligibility requirements for the namespace you choose. For example, .com.au names generally require an Australian business or company and an ABN, ACN or registered business name.
- We, our registrar partner or auDA may check your eligibility at any time. If you are not eligible, or your details are incorrect, auDA or the registrar may suspend or cancel the domain.

4. Additional Rules for Generic Domains

- Generic and new generic domains, such as .com, .net, .org, .shop and .sydney, are subject to ICANN policies and the policies of the relevant registry.
- Please read ICANN's Registrants' Benefits and Responsibilities, which explains your rights as a domain registrant.
- Please also read ICANN's Registrant Educational Information.
- Some registries reserve "premium" names at higher prices. We do not currently offer premium domain names.

For generic domains, ICANN's Registrar Accreditation Agreement requires the following terms. You agree that:

- **Contact details:** you will provide and keep current your full name, postal address, email address and phone number (and fax number, if you have one). If you are an organisation, you will also name a contact person.
- **Accuracy:** giving inaccurate or unreliable information, failing to update it within 7 days of a change, or failing to respond within 15 days to an enquiry about its accuracy, is a material breach that may lead to suspension or cancellation of the domain.
- **Licensing to others:** if you let someone else use the domain, you remain the registrant and are responsible for the domain. You will be liable for harm caused by its wrongful use unless you promptly give the other user's current contact details to anyone who provides reasonable evidence of actionable harm.
- **Your data:** we and our registrar partner will tell you how your personal information is used and who it is shared with (see section 11 and our Privacy Policy). You consent to that use. If you give us someone else's personal information, such as a technical contact, you confirm you have told them and have their consent.
- **Jurisdiction:** for disputes about your use of the domain, you submit to the jurisdiction of the courts where you live and where our registrar partner is located, without affecting any dispute processes in section 9.
- **Suspension and cancellation:** your domain may be suspended, cancelled or transferred under ICANN or registry policies, or to correct mistakes in registration or resolve disputes about the domain.
- **Indemnity:** to the extent permitted by law, you indemnify our registrar partner, the registry operator and their officers, employees and agents against claims arising from your registration or use of the domain.

5. Fees, Renewals and Expiry

- **Fees:** registration, renewal, transfer and restore fees are shown at checkout and in the client portal, in Australian dollars including GST.
- **Automatic renewal:** domains renew automatically at the end of each registration period and are charged to your payment method on file. We send renewal reminders by email before your domain expires.
- **Turning off renewal:** you can turn off automatic renewal or cancel a domain in the client portal before it renews.
- **Expiry:** if a domain isn't renewed, it will expire and stop working, including any website and email that use it. Depending on the extension, you may be able to renew it for a short period after expiry, and a restore fee may apply. After that, the domain may be released for anyone to register.
- **Your responsibility:** you are responsible for making sure your domain is renewed on time, including keeping your payment and contact details current.

6. Free Domains

Free domains included with eligible annual hosting plans are covered by section 10 of our Terms of Service .

7. Refunds

Once a domain is registered, renewed or transferred, the fee is paid to the registry and can't usually be recovered. For this reason, domain fees are not refundable, except where you are entitled to a refund under the Australian Consumer Law, or where the registration fails and we can't complete it.

8. Transferring Your Domain Away

- You can transfer your domain to another provider at any time. You can get your domain's authorisation code (also called an EPP code or domain password) in the client portal, or by contacting support.
- A transfer may be refused where it is not allowed under registry rules, for example within 60 days of registering or transferring a generic domain, or while there is a dispute about the domain.
- We will not hold a domain to recover unpaid fees for other services.

9. Domain Name Disputes

- Disputes about .au domains are handled under auDA's .au Dispute Resolution Policy (auDRP).
- Disputes about generic domains are handled under ICANN's Uniform Domain Name Dispute Resolution Policy (UDRP).
- You agree to take part in these processes if a complaint is made about your domain, and to follow any decision, court order or registry instruction about it.

10. Suspension and Cancellation

A domain may be suspended, locked or cancelled by us, our registrar partner or the registry:

- if it is required by registry rules, a dispute decision, a court order or the law;
- if your registrant details are inaccurate or can't be verified, or you are not eligible for the domain;

- if the domain is used for malware, phishing, spam or other abuse, or in breach of our Acceptable Use Policy; or
- if the fees for the domain itself are unpaid.

11. Your Personal Information

To register a domain, we must give your registrant and contact details to our registrar partner and the registry. Some of these details may be shown in the public registration data for your domain, depending on the extension and the registry's privacy rules. We handle your personal information in line with our Privacy Policy.

12. Limitation of Liability

To the extent permitted by law, including the Australian Consumer Law, we are not liable for:

- the actions of a registry, auDA, ICANN or our registrar partner, including suspension or cancellation of a domain under their rules;
- loss of a domain because it wasn't renewed while automatic renewal was turned off, or because your payment or contact details weren't kept up to date; or
- any indirect or consequential loss, including loss of profits, revenue or goodwill.

13. Changes to This Agreement

We may update this Agreement in the same way as our Terms of Service, and when a registry, auDA or ICANN changes its rules. If a change materially disadvantages you, we will email you at least 30 days before it takes effect, unless a registry or regulator requires the change sooner. See section 3 of our Terms of Service.

14. Governing Law

This Agreement is governed by the laws of Victoria, Australia. You and we submit to the non-exclusive jurisdiction of the courts of Victoria and the Commonwealth courts of Australia. Domain name disputes may also be decided under the auDRP or UDRP as described in section 9.