

## REGISTRATION TERMS AND CONDITIONS

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### Registration

- Early bird registrations will be accepted until the extended date of 1 December 2023 (Friday), midnight AEST.
  - Should your registration remain unpaid until 15 December 2023, registrations will be upgraded to the standard rate.
- As of 2 December 2023, standard rate applies for every new registration.
- Standard registrations will be accepted until 19 March 2024 (Tuesday), midnight AEST.
  - Should your registration remain unpaid until 20 March 2024, registrations will be upgraded to the late rate.
- As of 20 March 2024, late rate applies for every new registration.

### Payment conditions

- All payments are to be made in AUD. Please indicate the participant's name and "AAPI 2024" on all EFT payments.
- Payment is due on receipt of invoice. If payment is not provided on time, your registration may be cancelled or moved to the late registration date.
- Full payment of all items is requested when registering (by credit card or by bank transfer).
- From **Monday 22 January 2024** only payments by credit card will be accepted.
- All payments made by bank transfer must include any relevant bank fees

As a global company with our headquarters in Geneva, our merchant facility is located in Switzerland. Rarely an additional fee is charged, either as a result of an international transaction fee or a charge made by your bank. Unfortunately we cannot work out exactly in what instances this does occur, however any delegates that do get affected by an international transaction fee we will arrange the necessary refund of that fee. Please contact the registration team to make these arrangements.

### GST (Goods & Services Tax)

- Registration fees include 10% GST. Tax invoices issued will indicate total GST included in the transaction.

### **Methods of payment**

- **Credit card:** only MasterCard and Visa are accepted.
- **Bank transfer** – please make your payment to:

**MCI Australia Pty Ltd**

Bank: National Australia Bank

BSB: 084 255

SWIFT: NATAAU3302S

Account name: MCI Australia Pty Ltd

Account number: 59 650 0566

ABN 76 108 781 988

- **Any bank fees associated with the transfer is the responsibility of the customer.**
  - All payments are to be made in Australian Dollars (AUD)
  - Please indicate the participant's name and “**AAPI 2024**” on ALL payments.
- Payment by personal cheque is not accepted.

### **Registration / modification / cancellation conditions**

#### **Cancellation policy**

- All delegate cancellations must be received in writing sent to MCI Australia at [hello@aapiconference.org.au](mailto:hello@aapiconference.org.au)
- For cancellations received on or before Monday 22 January 2024 will be refunded in full, less a 25% cancellation fee to cover administration costs.
- No registration refunds will be made after this date.
- Refunds will be processed after the event according to your payment method.

#### **Postponed event policy**

- In the event the Conference is postponed, existing paid registrations will automatically be transferred to the new Conference dates. For existing paid registrations, you will receive communication confirming the successful transfer of your registration. If you do not wish to proceed, notification in writing will be required no more than 30 days from the announcement date to receive 100% refund. After this date, the standard cancellation policy will be applied.

### **Cancelled event policy**

- 100% refund is applicable in the event of Conference cancellation (excluding fees and bank charges).

### **Social functions**

- AAPI 2024 reserves the right to cancel or vary social functions if minimum numbers are not reached.
- Due to commitments to catering, we cannot refund social functions and additional ticket cancellations less than 60 days prior to the event.

### **Modification policy**

- Any registration modification requests must be received in writing sent to MCI Australia at [hello@aapiconference.org.au](mailto:hello@aapiconference.org.au).

### **Transfer of registration**

- As an alternative to cancellation, your registration may be transferred to another member of your organisation. Registration transfers must be sent in writing to MCI Australia at [hello@aapiconference.org.au](mailto:hello@aapiconference.org.au).

## **Travel & Accommodation**

### **Accommodation cancellation:**

- Please refer to the individual cancellation policy of the hotel to ensure you are aware of cancellation penalties that may be applicable at your chosen hotel. Accommodation cannot be confirmed without a valid credit card.
- Payment will be processed by the booked hotel 30 days prior to check in. Cancellations in whole or part may incur a penalty at the hotel's discretion.
- Please refer to the hotel's individual payment policy as this may vary for when payment is due.
- Cancellations in whole or part may incur a penalty at the hotel's discretion.

### **Closure of a hotel:**

- Should hotels promoted by the AAPI 2024 Conference, close prior to the Conference, MCI (event organisers) will assist to seek any pre- payment made by a delegate direct to the hotel and offer alternative options to the delegate. As the contract is direct between the hotel and delegate, no guarantee can be provided by MCI to any compensation MCI will not be financially liable for any financial loss.

- At the time of booking a hotel, be aware of the individual Terms and Conditions of the Hotel you are entering into an agreement with.

#### **Insurance and liability:**

- It is recommended that participants obtain adequate cover for travel, health and accident insurance before they depart for the Conference. The hotel and MCI Australia as organisers cannot accept responsibility for personal injuries, or loss of, or damage to, private property belonging to the Conference participants and accompanying persons.

#### **Restrictions to travel:**

- MCI recommends ensuring travel to the state of Queensland is permitted. In the event Domestic or International restrictions apply, MCI will not cover any expenses related to restrictions to travel to Brisbane, Queensland, Australia during the AAPI 2024 Conference.

## **Privacy & data collection**

### **Data privacy policy**

- For further information on how your data will be used, we invite you to carefully read the Data Protection and Privacy Policy: <https://www.mci-group.com/privacy-statement>.

### **Privacy statement**

- The provided name and contact information, including electronic address, may be used by parties directly related to the event such as the organisers and approved stakeholders, for relevant purposes such as promotion, networking, and administration of this, and future events of this type. If you do not consent, please email [hello@aapiconference.org.au](mailto:hello@aapiconference.org.au).
- In addition, your name, organisation, email address and country/state of origin may be published on the delegate list which may be provided to delegates, exhibitors and sponsors at the Conference. If you do not wish your details to be included in this list, please email [hello@aapiconference.org.au](mailto:hello@aapiconference.org.au).

### **Email communication**

- By providing your email address, you consent to be contacted by this method in relation to this event and future events of this type.
- If you do not wish your details to be used for any of the above purposes, please email [hello@aapiconference.org.au](mailto:hello@aapiconference.org.au).

## **General conditions**

### **Release and waiver of liability**

- AAPI the hotels and MCI are not responsible for either the partial or total non-execution of the contract in the event of technology fault, accident, natural disaster (either threatened or actual), in war, curtailment or interruption of transportation facilities, threats or acts of terrorism, governmental travel or terrorism advisory, Strikes, Lock out, civil disturbance, the issue of a Travel Warning by the World Health Organization or any other cause beyond the parties' control which prevents access to the platform for the event, or if for the same reasons the event is cancelled by MCI.
- The Organisers may at their entire discretion repay the delegate fee paid by the participant, or part thereof, but shall be under no obligation to repay the whole or part of such delegate fee, and shall be under no liability to the participant in respect of any actions, claims, losses (including consequential losses), costs or expenses whatsoever which may be brought against or suffered or incurred by the participant, as the result of the happening of any such event.

### **Force majeure**

- AAPI, the hotels and MCI are not responsible for either the partial or total non-execution of the contract in the event of technology failure, accident, an act caused by a third party, such as Acts of God including, without limitation, credible threats of natural disaster in the geographic vicinity, war, curtailment or interruption of transportation facilities, threats or acts of terrorism or similar acts, governmental travel advisory, a governmental elevation of the terrorism alert level, civil disturbance, the issue of a Travel Warning by the World Health Organization or any other cause comparable events or disaster beyond the parties' control which prevents the platform from accommodating the clients of MCI for the event or if for the same reasons the event is cancelled by MCI.

### **Photography / videography disclosure**

- As a registered participant of the virtual series, you agree to grant permission for AAPI and MCI to use your likeness in a photograph or video in any and all of its publications and presentations, including website entries, without payment or any other consideration; to authorise AAPI and MCI to edit, alter, copy, exhibit, publish or distribute the photograph or video for purposes of publicising AAPI programs or for any other lawful purpose; to waive the right to inspect or approve the finished product, including written or electronic copy, wherein your likeness appears; that these materials will become the property of AAPI and MCI.

### **Acceptable attendance behaviour**

- AAPI 2024 aims to create a professional and respectful environment for all attendees. Therefore, it is expected that all delegates behave in a professional and respectful manner towards other attendees, presenters, and organisers.
- This includes communicating in a respectful and appropriate manner, complying with event rules and regulations, respecting intellectual property, avoiding disruptive behaviour, and respecting confidentiality.
- Any delegate who violates these expectations may be asked to leave the event without refund.