



DELEGATE TERMS & CONDITIONS

The WAAG 2023 Conference (the '**Event**') is organised and run by Encanta Event Management (the '**Organiser**'). In registering for this Event, you agree to the following delegate terms and conditions.

Please read these delegate (the '**delegate**', '**participant**', '**you**' or '**your**') terms and conditions carefully as they contain important information. You acknowledge that you have read and agree to be bound by these conditions by submitting your online registration form or attending or participating in the event if you are not required to pre-register.

Registration

To register for the Event, delegates must submit an online registration form and follow any directions set out. Upon successful submission of your registration, a confirmation email of registration and tax invoice will be sent to the email used during the registration process. Please contact Encanta Event Management on +61 8 9389 1488 if you do not receive a confirmation email.

If a person is registering on behalf of a delegate/s it is the responsibility of that person to notify the delegate of the terms and conditions of registering, for which they will be agreeing to on the behalf of the delegate. Responsibility also includes providing full details of the delegate's/s' registration details as confirmed.

Where *Early Bird Registration* rates are available, these must be booked and paid in full prior to the early bird closing date. Any unpaid early bird registrations will revert to standard registration fees after the closing date.

The Organisers cannot guarantee the availability of social function/s ticket/s to delegates who register late (inside 6 weeks before the start of the Event) as there is a possibility the social program may be fully subscribed.

Acceptance of registration is at our discretion and the Organiser reserves the right to decline any registration application. A refund will be provided for any declined registration forms.

Any changes to your registration or transfer to another delegate, must be emailed to waag@encanta.com.au.

Payment

Payment in full must be received at the time of registration or no later than 7 days from the invoice date. In the event the full payment is not received before the deadline indicated, the delegate may be refused entry to the Event. Non-payment will not be considered as a cancellation. A formal cancellation by email is required to be submitted to the Organiser or you will be liable as per the cancellation policy for the event.

Payment can be made by credit card, Visa, MasterCard or American Express and may incur credit card surcharges. Electronic Fund Transfer (EFT) is available in advance of the Event with bank details displayed on all invoices issued. All fees stated are in Australian dollars and include GST unless otherwise stated.

Event Changes

The Organiser reserves the right to make alterations to the Event program, venue, and timings at any time. In the event of it being found necessary, for whatever reason, that the Event is being



postponed or the dates being changed, the Organisers shall not be liable for any expenditure, damage or loss incurred by the delegate. If by re-arrangement or postponement the event can take place, the booking between the delegate and the Organisers shall remain in force and will be subject to the cancellation schedule below.

Cancellation Policy

Notice of cancellation and requests for a refund, by individuals or groups, must be received in writing by email to Encanta Event Management, waag@encanta.com.au

The date of the email receipt will be the basis for considering refunds. Refunds will be made after the event less an administration fee of \$150.00 per person.

The following cancellation charges apply:

- Cancellations received on or prior to 14 January 2023: Full Refund less a \$150.00 per person administration fee.
- Cancellations received on and between 15 January 2023 - 14 February 2023: 75% refund less a \$150.00 administration fee.
- Cancellation received on and after 15 February 2023: No refund.

(Application for refund will be considered under exceptional circumstances)

No refund will be granted for failure to attend/no show.

As an alternative to cancellation, your registration, and additional items, such as workshops, tours, social events, partner programs etc, may be transferred to another delegate without penalty.

In the unlikely event of the program being cancelled by the Organiser, a full refund will be made, less administration fee. Liability will be limited to the amount of the fee paid by the delegate and there will not be any additional liability to the Organiser, event hosts or any other individual associated with the event organisation. We shall not be liable to you for travel, accommodation or other costs and expenses incurred if we are required to cancel or relocate the event.

Cancellation Due to Travel Restrictions

Where the participant cancels due to travel restrictions other than vaccination or testing requirements, the participant will be contacted and offered a refund or a credit, where such an offer is at the discretion of the organiser. The organiser reserves the right to withhold some monies to cover administrative expenses and other losses, dependent on when notice of cancellation is given by the participant.

Force Majeure

The Organiser will not be liable (except as required by law) for any loss, damage, injury, costs, or expenses in relation to:

- events which are beyond the control of the Organiser including but not limited to acts of God, pandemic, epidemic or other widespread illness, blackouts, fire, explosion, flood, earthquakes, war, national emergency, military unrest, acts of terrorism, protests, riot, civil commotion, industrial action, lockouts, strikes or other labour disputes.
- Acts or omissions of an independent contractor or other party outside of the Organiser's control who supplies products or services in connection with the Event.
- Unknown or unforeseen defects in any venue, vehicle, device, or material used in connection with the Event.



COVID Acknowledgement (applicable to in-person events)

All event purchasers must confirm, for themselves and on behalf of the other attendees they are purchasing registrations/tickets for, that they acknowledge the risk in attending an event where people will gather, and hold the event organisers, host organisation and venue harmless should they contract COVID-19.

You acknowledge that, even with rigorous capacity and control measures in place at events, there remains an unquantifiable risk of transmission of viral illness including COVID-19 at an event at this time and you have considered that risk and your own personal circumstances, including any health condition or vulnerability that you may have or that of persons whom you will be in close contact with following your attendance at an event. You acknowledge that, for a small number of people, COVID-19 has very serious health consequences. By attending an event, you (and any persons who attend the event with you) acknowledge and accept these obvious risks.

Vaccination & Testing Requirements

Participants shall comply with all Government (Federal and State) COVID-19 vaccination or testing requirements for entry into the Australian State or Territory where the event is being held. In addition, participants are also required to comply with all requirements set by all contracted venues for this event.

Where the participant does not meet a vaccination or testing requirement:

- a) prior to departure from the participant's home location, the participant will forfeit any and all monies paid; or
- b) for entry to the venue, the participant will not be granted entry and will forfeit any and all monies paid.

All requirements can be found on the relevant Government and Venue websites or alternatively contact our office.

Accommodation Terms and Conditions

To book accommodation, please complete the accommodation section on the online registration form. The rates quoted are per room per night and are inclusive of GST and apply to single, twin, or double occupancy only. Breakfast is not included in the rate unless otherwise stated.

Accommodation payment requirements are detailed on the online registration form. Credit card details provided will be secured and forward to the hotel by the Organiser, if applicable. Any additional hotel charges incurred during your stay are to be settled directly with the hotel upon check-out unless an alternate arrangement has been made prior to arrival.

All accommodation bookings are covered by the relevant hotel's own terms and conditions which are available on the Event website. Policies listed on the Individual hotel website may not apply to bookings may with the Organiser as the rates are contracted at a group rate.

Most hotels allow you to check in from 2pm and check out from 10am the next morning. If you wish to check in earlier or check out later please notify the Organiser, additional charges will apply. If you will be arriving late (after 6pm), please advise the Organiser to avoid your room being released by the hotel.



Visa Requirement

It is the sole responsibility of the attendee to take care of his/her visa requirements. Attendees who require an entry visa must allow sufficient time for the application procedure. Attendees should contact the nearest embassy or consulate to determine the appropriate timing of their visa applications.

Photography & Filming

For promotional purposes, photos and video recordings will be taken during the event.

Insurance

Registration fees do not include insurance. All participants are advised to procure their own insurance to cover all risks including (but not limited to) costs of travel, accommodation, registration and ticket fees, personal property, health and medical expenses, injury, death, and all other risks. The event, host organisation and organisers will not be held liable for any claims under any circumstances.

Indemnity

In the event of industrial disruption or other unforeseen circumstances, the Host, Organising Committee, and the Organiser accept no responsibility for loss of monies incurred by delay or cancellation.

Liability

Views expressed by speakers, sponsors and/or exhibitors are their own. The Organisers, Host and Organising Committee cannot accept liability for any advice given, or views expressed, by any speaker, sponsor and/or exhibitor at the event or in any material provided to delegates. In addition, the

Organiser shall not be responsible or liable for any direct or indirect loss or damage of any sort incurred as the result of the services or information provided in connection with the event.

Privacy

The Organiser operates a strict privacy policy and is committed to protecting the privacy of its delegates.

During the registration process, the Organiser will gather and record personal information necessary for your attendance. All personal information is gathered, stored, and disseminated in accordance with the National Privacy Principles (NPPs) as set out in the Privacy Act 1988 (as amended).

General

We reserve the right at all times to change, amend, add, or remove any of the above terms without prior notice. If one or more of the conditions outlined in these Delegate Terms & Conditions should be or become invalid, the remaining conditions will continue to be valid and apply. These Delegate Terms & Conditions apply to all participants of this Event, including speakers, sponsors, and exhibitors.