



## REGISTRATION TERMS AND CONDITIONS

Please read these Terms and Conditions carefully as they apply to your participation at Australasian Diabetes Congress (ADC) 2021.

By attending, speaking, exhibiting or sponsoring at ADC 2021, you agree to be bound by the Terms and Conditions set out below, which form a legally binding agreement between you and the Congress hosts - Australian Diabetes Educators Association (ADEA) and Australian Diabetes Society (ADS).

As a condition of attendance, in-person delegates must agree to adhere to all Covid-safe measures put in place by ADC 2021, the venue or state and acknowledge that these procedures may be changed at any time in accordance with the latest health advice from the Australian Government.

ADEA, ADS and Think Business Events (Congress Organiser) reserve the right to publish changes to these Terms and Conditions at any time without prior notice.

### **PAYMENT OF REGISTRATION**

The payment of the registration is either by credit card or bank deposit at the time of registration.

After 14 July 2021 midnight AEST, only payment made by credit card will be accepted.

A registration is considered complete when full payment is received by the Congress Organiser.

The Australian goods and services tax (GST) at 10% is applicable to all goods and services offered by the Congress. All registration fees listed include GST.

### **DISCOUNTED REGISTRATION RATES**

#### **Early Bird registration fees**

To qualify for early bird registration, registration fees must be paid in full by 1 July 2021.

If registration fees have not been received by 1 July 2021 your registration will revert to the standard congress registration rate.

Registration fees are based on date of payment receipt, not the date of receipt of registration form.

#### **Member registration fees**

Applies to members of ADS and ADEA at the time of registration. Your membership status will be verified by ADS/ADEA.

### **LATE REGISTRATION**

The Congress Organiser cannot guarantee the availability of collateral, such as satchels or social function tickets such as the Welcome Reception and/or Congress Dinner to Delegates who register late (inside four weeks before the Congress starts) as there is a risk that social program functions may be fully subscribed. These tickets will be forfeited and the Congress registration fees will not be discounted.

### **TRANSFER OF REGISTRATION**

All fully paid registrations are transferable to other persons from the same organisation.

Transfers can be made by the registered person in writing to Think Business Events at [adc@thinkbusinessevents.com.au](mailto:adc@thinkbusinessevents.com.au) no later than 14 July 2021. Details must include the full name of the replacement person, their title, contact phone number and email address. All other registration details will be carried over to the new person unless otherwise specified.

Transfer of registrations to another person will include the registration, all associated social event tickets (including additional purchases), and RED.

Should the new Delegate not require an item previously booked by the original Delegate, the cancellation and refund policy for the item cancelled will apply.

### **NON-ATTENDANCE/NO-SHOWS**

No refund will be made for non-attendance at the Congress, RED or social events.

### **CHANGE OF THE IN-PERSON REGISTRATION TO A VIRTUAL-ONLY REGISTRATION**

**At the Delegate's request due to government restrictions**

If a Delegate is unable to travel to ADC 2021 to attend the Congress in-person due to government restrictions on travel as a result of the COVID-19 pandemic, the Delegate's registration will be converted to a virtual-only registration upon written request to the Congress Organiser.

In this scenario, the difference in the fees for an in-person registration and a virtual-only registration will be refunded. Refunds will be processed after the Congress. The Delegate accepts that the processing time for the refund may be delayed if many registrations need to be processed.

#### **At the Delegate's request for other reasons**

A Delegate may make a request in writing to the Congress Organiser to convert their in-person registration to a virtual registration for personal reasons not related to government restrictions on travel as a result of the COVID-19 pandemic.

If the request is made on or before 14 July 2021, the difference in the fees for an in-person registration and a virtual-only registration will be refunded minus an admin fee of \$100.

If the request is made after 14 July 2021, the Delegate is not entitled to any refund or reduction of the registration fee applicable to the in-person registration.

Refunds will be processed after the Congress. The Delegate accepts that the processing time for the refund may be delayed if many registrations need to be processed.

#### **Change of the virtual registration to an in-person registration**

If a Delegate wants to convert their virtual registration to an in-person registration they must request the change in writing by emailing the Congress Organiser.

The difference in fees between the virtual-only registration and in-person registration will be due and must be paid by the Delegate upon receipt of the invoice.

The difference will be calculated on the early bird rate.

#### **CANCELLATION OF THE REGISTRATION BY THE DELEGATE**

All cancellations must be made in writing to Think Business Events at [adc@thinkbusinessevents.com.au](mailto:adc@thinkbusinessevents.com.au).

**Full Congress or one-day-only cancellations:** If you have registered for the main Congress as a full or a day Delegate, whether virtual or in-person:

You are entitled to a refund if the cancellation is received on or before 14 July 2021. However, you will incur a \$150 administrative fee.

You are not entitled to a refund of the registration fees if the cancellation is received after 14 July 2021.

**Roche Educators Day (RED) cancellations:** If you have registered for RED as a standalone registration (i.e. you will not be attending the main Congress):

You are entitled to a refund of the RED session fee for cancellations received on or before 14 July 2021. However, you will incur a \$25 administrative fee.

You are not entitled to any refund of the RED session fee for cancellations received after 14 July 2021.

**Part cancellation:** If you would like to cancel part of your registration package (e.g. RED or additional social event tickets):

You are entitled to be refunded the fee that is applicable to the cancelled part of the package, if the cancellation is received on or before 14 July 2021. However, you will incur a \$25 administration fee.

You are not entitled to any refund of the registration fee if the cancellation is received after 14 July 2021.

**Final date to claim a refund:** To claim applicable refunds for cancellations or alterations, please email [adc@thinkbusinessevents.com.au](mailto:adc@thinkbusinessevents.com.au) on or before 13 September 2021. No refunds (in part or in full) will be accepted after this date, but you may choose to transfer your registration to another person within your organisation if permitted under these Terms and Conditions.

**Processing time for refunds:** Refunds (less applicable administrative fees) will be processed no later than 30 days after the conclusion of the Congress.

**If your application for a visa to enter Australia is unsuccessful, the above cancellation terms apply.**

#### **CHANGE OF THE IN-PERSON CONGRESS TO A VIRTUAL- ONLY CONGRESS BY ADEA, ADS OR THINK BUSINESS EVENTS**

In the event the in-person Congress cannot go ahead due government restrictions on travel or gatherings, the Congress will be delivered fully online via a virtual platform.

A fully virtual Congress means the Congress will not be broadcast from Brisbane and all Delegates will be attending the Congress virtually.

All in-person registrations will be converted to virtual registrations.

In the above scenario, the difference in the fees for an in-person registration and a virtual-only registration will be refunded.

**Processing time for partial refunds:** Refunds will be processed after the Congress. The Delegate accepts that the processing time for the refund may be delayed if many registrations need to be processed.

## **CANCELLATION, POSTPONEMENT OR CHANGE OF REGISTRATION OF THE CONGRESS BY ADEA, ADS OR THINK BUSINESS EVENTS**

It may be necessary for reasons beyond the control of ADEA, ADS or Think Business Events to alter the times, dates, itineraries or Speakers of the Congress by notice to you at any time.

In the event of cancellation or postponement of the Congress, or if the registration is converted from an in-person registration to a virtual-only registration (or vice versa), the maximum liability of ADEA, ADS or Think Business Events is limited to a refund of the Congress registration fee with no additional liability for travel costs, hotel costs, or any other costs or expenses whatsoever.

In the event of cancellation or postponement of the Congress, or if the registration is converted from an in-person registration to a virtual-only registration (or vice versa), due to circumstances beyond ADEA, ADS or Think Business Events' reasonable control including but not limited to acts of terrorism, war, acts of God, natural disaster or global health crises (including any government restrictions on travel or gatherings), ADEA, ADS or Think Business Events cannot be held responsible for any cost, damage or expense which may be incurred by Registrants as a consequence of such cancellation, postpone or change.

In the event of postponement of the Congress, if the Registrant is willing to attend the rescheduled event, we will transfer the registration and guarantee the same conditions and registration entitlements at the rescheduled event.

## **PRIVACY STATEMENT**

The Australasian Diabetes Congress (ADC 2021 Congress) is required to comply with the requirements of the Privacy Act 2488 (Cth) (Australia). ADC 2021 reserves the right to modify or amend this privacy and copyright statement at any time, provided that those modifications or amendments comply with applicable laws.

## **USE OF PERSONAL INFORMATION**

The Congress will collect and store information you provide in this Registration Form for the purposes of enabling us to:

- register your attendance at the Congress;
- assist with administrative and planning purposes;
- plan and develop Congress and other events in the future;
- facilitate your requirements in relation to the Congress; and
- allow the compilation and analysis of statistics relevant to the Congress.

The information that you provide in the Registration Form and information provided at any other time during the Congress, including without limitation any feedback obtained during the Congress, will be used by the Congress to offer, provide, and continue to improve its Congress and other services.

## **VIRTUAL PLATFORM**

All registered attendees' name, position, organisation, and email address will be uploaded to the virtual platform.

Attendees will receive Congress login details direct from the platform. Attendees are responsible for the setup of their own attendee profile on the virtual platform for interaction with other attendees, sponsors and exhibitors

Attendees are also responsible for any technical requirements to enable you to use the link to the platform provided by Congress name and to participate in the Congress via the Platform.

Registered Attendees will be able to set their privacy preferences when they log into the virtual platform and/or app.

## **DISCLOSURE OF PERSONAL INFORMATION TO THIRD PARTIES**

The Congress may disclose some of the information that is collected in the Registration Form such as your name, position and organisation to Congress sponsors and exhibitors. The Congress will not otherwise, without your consent, use or disclose your personal information for any purpose unless it would reasonably be expected that such purpose is related to the offer, provision and improvement of the Congress or where such purpose is permitted or required by law.

Registrants may withhold consent for disclosure of their contact details to sponsors or exhibitors during the registration process or by notifying the Congress Office in writing by 14 July 2021.

## **INTELLECTUAL PROPERTY USE**

By registering for this Congress, all registrants grant permission to ADC 2021, the hosts and its agents, to take photographs at the Congress to reproduce and to distribute in association educational, news or promotional materials and other association publications, whether in print, electronic or other media, including the Congress website. By participating in the Congress, you permit the association to use, reproduce and distribute photographs taken of you for such purposes and waive your legal rights to pursue any cause of action against the ADC 2021 related to such photographs. If you have any concerns regarding the use of photographs taken of you during the Congress, please see the registration desk during the Congress or contact the Congress Office [adc@thinkbusinesssevents.com.au](mailto:adc@thinkbusinesssevents.com.au) before 14 July 2021.

It is understood these images may be used for promotional, news, on-line/multimedia, research and/or educational purposes by and for ADC 2021. Attendees agree that they are not entitled to remuneration, residuals, royalties, or any other payment from ADC 2021 in respect of their image/likeness or its use. Attendees release, discharge, and hold harmless, ADC 2021 and its agents from any and all claims, demands or causes of actions that they may hereafter have by reason of anything contained in the photographs or video. Should an attendee not agree to the above image release, they must advise the Congress Office.

## **INSURANCE**

Registration fees do not include insurance of any kind. It is strongly recommended that Delegates take out insurance at the time of registration to include any eventuality including but not limited to loss of fees through cancellation of Delegate's participation in the Congress or through cancellation of the Congress, loss of airfares through cancellation for any reason including airline or related services, strikes, loss or damages to personal property, force majeure or any other reason.

## **LIABILITY**

Registrants attend the Congress at their own risk.

Registrants agree not to hold ADEA, ADS or Think Business Events liable for any losses, damages, expenses, costs, claims or liabilities suffered or incurred by Registrants including consequential or indirect losses or loss of profit through registering for the Congress, attending the Congress (whether in-person or virtually), cancellation or postponement of the Congress, failure of the Congress to achieve your expectations, or for any error or omission by ADEA, ADS or Think Business Events.

Registrants agree not to hold ADEA, ADS or Think Business Events liable or responsible for any personal injury (i.e. physical, psychological or emotional stress) or any loss or damage to personal property.

Congress proposals and other Speaker materials express the views of the relevant Speaker(s) or author(s) alone. They do not necessarily represent the views of members of ADEA, ADS or its committees. Congress materials should not be construed as a legal opinion or professional advice. ADEA, ADS cannot accept liability for advice given, or views expressed, by any Speaker at the Congress or in any material provided to the Delegates.