

Delegate registration terms and conditions

1. Conditions of registration

- a. Payment for registration and related functions must be paid in full prior to the commencement of the conference (Evolve 2023). Admission to the conference may be refused and there will likewise be no access to the virtual platform and associated content until payment is made. Meetings and Events Australia (MEA) will not be liable for reimbursement of any travel, accommodation or other costs of persons who are denied entry due to non-payment of registration.
- b. An invoice may only be requested for registration made before or on Friday 19 May 2023.
- c. Where an invoice has been issued against a registration, this must be paid no later than Wednesday 31 May 2023. MEA reserves the right to cancel unpaid registrations from Thursday 1 June 2023 onward or alternately apply clause 1(a).
- d. MEA will endeavour to communicate with unpaid registrants from Thursday 1 June 2023 reminding them of its reserved right. Registrants will be expected to immediately finalise payment. Non-reminder by MEA does not constitute grounds for waiver. The responsibility for ensuring pre-event payment remains that of the registrant.
- e. A registration in any form may not be shared by multiple people.
- f. MEA reserves the right to retain any fees charged to the extent permitted by law.
- g. MEA makes no representations or warranties as to the availability of any event sessions offered and reserves the right to change advertised programs and their respective content, dates and times, prices, venues, seating arrangements and audience capacities.
- h. It is acknowledged that all prices listed on the Evolve 2023 website are in Australian Dollars and include GST. Please note all Visa and Mastercard purchases will incur a non-refundable 1.0% surcharge charged in Australian Dollars. All American Express purchases will incur a non-refundable 1.5% surcharge charged in Australian Dollars. No surcharge applies where payment is made by EFT.
- i. No multiple registration discounts apply
- j. The event is considered delivered once it has commenced, whether in-person or virtually. Once the event is delivered, no refunds or credit will be payable by MEA.

It is a virtual registrant's responsibility to ensure prior to purchase that their device's operating requirements and internet connection can successfully run the online stream.

These Terms and Conditions are governed by the laws of New South Wales, Australia. In the event of any dispute, the registrant submits irrevocably to the exclusive jurisdiction of the courts having jurisdiction in New South Wales.

Delegates are responsible for their own safety and property when attending Evolve 2023, and to the extent permitted by law, release MEA and its officers, directors, employees, consultants, licensors, suppliers, and agents from any liability for any claim, damage, injury or loss they may suffer in relation to their attendance at an event, howsoever caused, including without limitation due to any negligence or other act or omission of MEA.

Personal arrangements including travel, subsistence and accommodation relating to Evolve 2023 which has been arranged by the registrant is done so at the registrant's own risk.

2. Registration cancellations and amendments

- a. Any cancellation request must be sent to MEA and received before 5.00pm Friday 19 May 2023 (AEST), via admin@mea.org.au.

- b. Cancellation requests received post Friday 19 May 2023 are not entitled to a refund or credit.
- c. Where registration cancellation by MEA is required as a result of the issue of a Public Health Order, please refer to Clause 4.
- d. Where a registrant requests to amend a registration from in-person to virtual attendance, a request received:
 - i. Up to 14 days prior to the event (Wednesday 24 May 2023) will have any difference in fees payable refunded, or alternatively
 - ii. Less than 14 days prior to the event will not be entitled to a refund of any difference in fees payable.
- e. In the event that travel restrictions are imposed by any government – state, federal or international – that prohibit or limit in-person attendance in the Gold Coast region from 24 May 2023 until the event date, such registration will be transferred to virtual attendance and the difference in fees payable refunded.
- f. Subject to availability and COVID safe numbers permitting, a virtual registration can be transferred to an in-person registration with any difference in fees payable prior to the event.
- g. Refunds, where eligible, will be processed no later than 30 days after the conclusion of the conference.
- h. Amending or cancelling a registration does not automatically or by default cancel hotel and travel arrangements. A registrant is solely responsible for their own travel and accommodation arrangements.
- i. Substitute delegates may be nominated to attend at no additional cost, providing they equate in applicable registration category ie: member or non-member. Substitution requests must be submitted before 5.00pm AEST Wednesday 31 May 2023 via admin@mea.org.au advising the replacement person's name, position title, phone number and email address. Substitute delegate registrations will not be considered confirmed until any applicable fees payable are received in full (eg: difference between member and non-member registration rates). Registrants are solely responsible for any changes and applicable fees with respect to travel and accommodation arrangements for substitute delegates.

3. Virtual Platform

- a. Registered delegates will be provided virtual platform access to recordings of any sessions that MEA has received permission to record, up until 11.59pm (AEDT) 31 December 2023.
- b. The virtual platform may include technology that monitors activities throughout the conference.

4. COVID Pandemic

Where registration is being carried out on behalf of other people, the person performing the registration must communicate these requirements to all persons they are registering.

- a. All registrants, staff, sponsors, exhibitors and speakers are required to comply with government and venue COVID safe arrangements that apply on 7 and 8 June 2023 in the jurisdiction within which they participate in Evolve 2023, should they so exist.
- b. Some COVID information may be available on the Evolve 2023 website, but registrants are responsible for sourcing their own COVID information and taking appropriate action.
- c. All delegates are required to provide accurate contact information when registering to attend the conference for contact tracing. It is the registrant's responsibility to provide updated information as required.

- d. Should registration cancellation become necessary to enable isolation consistent with a Public Health Order as a result of contracting COVID or being a close contact of someone who has contracted COVID, the following will apply:
 - i. If received prior to 5pm AEST Wednesday 31 May 2023, the registration
 - a) will be transferred to virtual and the difference in fees refunded.
 - ii. If received after 5pm AEST Wednesday 31 May 2023, the registration:
 - a) may be transferred to a substitute delegate consistent with Clause 2i above to the exception of indicated dates in that Clause. These are the only circumstances under which that indicated time and date would be overlooked. Or
 - b) may be transferred to virtual with no refund in fee difference payable.
- e. MEA and venues used for Evolve 2023 reserve the right to update and alter COVID safe arrangements at any time based on expert advice.

MEA is committed to the safety of all persons involved in Evolve 2023 and reserves the right to impose special conditions to manage COVID exposure risk. Should any inconsistency exist between special conditions and other published Terms and Conditions, special terms will take precedent and apply.

Should MEA deem necessary that in-person registrants must undertake a rapid antigen test at Evolve 2023 venues, registrants must produce a negative test result before entry will be permitted. Should a registrant produce a positive test result, they will be denied entry to all Evolve 2023 venues and no refund will be payable. The registration may however be transferred consistent with Clause 4(d)(ii).

Registrants are discouraged from attending any Evolve 2023 event if under Queensland Government recommendations they:

- isolate due to a positive COVID diagnosis, or
- isolate because of close contact with a person diagnosed with COVID, or
- are awaiting a COVID test result, or
- are experiencing any symptoms of COVID.

Where a registrant chooses to disregard discouragement and attend any Evolve 2023 event despite being classifiable in one of the 4 instances immediately above, MEA requires that they wear a mask at all times and consciously socially distance themselves from other delegates

In the event that they are introduced, all registrants must comply with any COVID safety protocols or requirements communicated or used by MEA or Evolve 2023 venues, including signage at venues and floor line markings as applicable in Queensland on the dates Evolve 2023 is held. This includes, but is not limited to, complying with:

- hand hygiene requirements
- physical distancing requirements (including physical spacing requirements while queuing)
- mask and personal protective equipment directives
- person limits for each space and area
- person density/capacity requirements, or
- any other safety requirement as required by the Victorian government

Registrants acknowledge that nonadherence to any government COVID management requirement may be a breach of directions issued by the Queensland Chief Health Officer, for which penalties may apply.

Registrants acknowledge MEA may be required to collect contact tracing information from all persons attending Evolve 2023. This information would include first name and phone number of each person attending an Evolve 2023 venue, including children and babies.

5. Refunds and use of held credit

- a. Refunds are strictly only possible as outlined by Clauses 2 and 4.
- b. Registrations purchased using MEA held credit are non-refundable. Should a registration purchased using credit be cancelled in line with these Terms and Conditions, the associated registration fee will be placed back into credit. The terms applicable to establishment of the original credit will continue to apply.
- c. No entitlement to a refund exists, nor will one be paid, as a result of non-attendance at Evolve 2023 or via the virtual platform.

Applicable at: 3 March 2023