TERMS & CONDITIONS

REGISTRATION

- **Early bird registrations** will be accepted until 1 April 2020 (Wednesday), midnight AEST.
  - Should your registration **remain unpaid until 8 April 2020**, registrations will be upgraded to the **standard rate**.

- As of 1 April 2020, **standard rate** applies for every new registration.

PAYMENT CONDITIONS

**Payment conditions:**
All payments are to be made in AUD. Please indicate the participant’s name and “AP 2020” on all payments. Payment is due on receipt of invoice. If payment is not provided on time, your registration may be cancelled.

Full payment of all items is requested when registering (by credit card or by bank transfer). No visa confirmation or invitation letter will be sent until MCI Australia has received the payment.

From **Monday, 04 May 2020**, only payments by credit card will be accepted.

GST (Goods & Services Tax):
Is a broad-based tax of 10% on most goods, services and other items sold or consumed in Australia. Legislated by the Australian Taxation office. Registration and ticket sales will incur GST and inclusive on advertised costs. Tax Invoices issued will indicate total GST payable.

REGISTRATION/ MODIFICATION/ CANCELLATION CONDITIONS

**Cancellation policy:**
All cancellations must be received in writing sent to MCI Australia at info@itsap2020.com. The following cancellation policy applies:

Cancellations prior to 25 March 2020: Refunded in full.
On or after 26 March 2020: No Refund

**Social functions:**
The forum 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 modification requests must be received in writing sent to MCI Australia at info@itsap2020.com.

**Group registrations:**
Should you modify your registration online after your registration has been processed and confirmed, MCI Australia will not be liable for any registration fee changes.

Transfer of registration
As an alternative to cancellation, your registration may be transferred to another member of your organisation, subject to written approval and an administration fee.

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 prior to check in. Cancellations in whole or part may incur a penalty at the hotel’s discretion.

Force majeure:
MCI and the hotel are not responsible for either the partial or total non-execution of the contract in the event of 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 of the hotel, 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 hotel from accommodating the clients of MCI for the event or if for the same reasons the event is cancelled by MCI.

Closure of a hotel:
Should above mentioned offered hotel(s) close between the date the contract was signed and the start of the event, MCI will do its utmost to offer alternative options to the client. If the client confirms such an alternative option, MCI will not be responsible for any difference in rates. Should the client decline the option and book in another hotel outside of MCI’s block, pre-payments made by the client for the closing hotel(s) would be reimbursed by MCI.

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

GENERAL CONDITIONS

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 “AP 2020” on ALL payments.

- Payment by personal cheques are not accepted.

**Email communication:**
By providing your email address, you consent to be contacted by this method in relation to this event.

**Insurance:**
We strongly recommend that attendees ensure they are appropriately covered for relevant insurances, including travel insurance. MCI Australia (Forum manager) & ITS Australia (Hosts) do not take responsibility for attendees failing to insure.

**Intention to photograph/video:**
Delegates and others are advised that photographs may be taken during the forum and reproduced for promotional purposes.