



# MaximoLive

Sydney, October 29th & 30th, 2025

## **Delegate Terms & Conditions**

MaximoLive, (the “Event” or “Promotor”) is organised and run by The Event Gap (the “Organiser”). In registering for this Event, you agree to the following delegate terms and conditions.

### **Interpretation**

In these Terms and Conditions and any associated material for MaximoLive these words have the following meaning: “Delegate” means all eligible persons who register to attend and attend the MaximoLive where eligible persons include employees, partners or spouses, and/or agents of any person, partner/spouse, company, partnership or firm of any eligible person. “Organiser” means The Event Gap and their retainers or agents, including any person or persons appointed by them to act on their behalf. “Event” or “Promoter” means MaximoLive.

Please carefully read these delegate (the ‘delegate’, ‘participant’, ‘you’ or ‘your’) terms and conditions as they contain valuable 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.

### **The Organiser**

The Promoter has engaged the Organiser to develop, coordinate and manage the MaximoLive event, which will include but is not limited to organising, producing and delivering, all advice, recommendations, negotiations, the booking and use of hotel meals and function spaces for the event.

### **Registration**

To register for the Event, delegates must complete an online registration form and provide all information requested. Upon successful submission of your registration, a confirmation of registration and tax invoice will be sent to the email used during the registration process. Please contact the organiser on +61 2 8076 4962 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 on the

behalf of the delegate. Responsibility also includes providing full details of the delegate/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 applicable standard registration fees after the closing date.



# MaximoLive

Sydney, October 29th & 30th, 2025

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 [enquiries@maximolive.com](mailto:enquiries@maximolive.com).

## 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 bank transfer or 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 exclude GST unless otherwise stated. Payment will be required to be made via credit card only from the 5.01pm AEST 8 October 2025.

## Event Changes

The Organiser reserves the right to make alterations to the Event programme, 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 the Organiser, [enquiries@maximolive.com](mailto:enquiries@maximolive.com).

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 \$110.00 per person.

The following cancellation charges apply:

- Cancellations received in writing by 5.00pm AEST Monday, 29 September 2025 will receive a full refund less a AUD\$110.00 administration fee.
- Cancellations received in writing by 5.00pm AEST Monday, 29 September 2025 full cancellation fees will apply, and no refund will be given.



# MaximoLive

Sydney, October 29th & 30th, 2025

(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 may be transferred to another delegate without penalty.

In the unlikely event of the programme 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.

In addition, full cancellation fees will apply for social functions cancelled after 5.00pm AEST 8 October 2025.

## **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 AUD\$110.00 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.

## **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.



# MaximoLive

Sydney, October 29th & 30th, 2025

If a letter of invitation is required, please contact the Organisers via email, [enquiries@maximolive.com](mailto:enquiries@maximolive.com). Please note, this letter is to assist only with the application and does not guarantee you will be granted a visa.

## **Prices and Variations**

Prices are current at the date of publishing. In the event of increases affecting price in which the Promoter/Organiser pay for, we reserve the right to adjust our event prices as deemed necessary at any time up to and including the day of departure of the event, even if the balance payment has been made.

## **Carriers and Suppliers**

The Organiser and Promoter reserve the right to determine which carriers and suppliers are set to provide all the items in the event program and further reserves the right to change any carrier at their discretion.

## **Transport**

You are required to make your own way to/from the event at your own expense and arrangements.

## **Photography & Filming**

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

## **Disclaimer and Printed Material**

Every effort has been made to ensure that printed material is accurate at the time of printing. The Organiser and the Event shall not be liable for any injury, damage or loss caused by unintentional inaccuracy or misdirection obtained herein or which may result in any change or withdrawal of any price details or other items of service. All printed information forms part of this contract and by accepting these Terms and Conditions, the Delegate also accepts any additional terms noted in the event literature content that have not been restated here.

## **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.



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## **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.

You agree to provide us with such personal information as is necessary for you to participate in the MaximoLive. You further acknowledge that such information may be used in the organisation of the event requirements and will enable us to update you with information in relation to the event as appropriate. MaximoLive will also disclose your personal information to third parties who work with our business to develop, coordinate and manage MaximoLive. All personal information provided to us will be handled in accordance with the Commonwealth Privacy Act 2014. If you have any objections to your information being used in the above manner, please contact the Organiser to affect the requested exclusions.

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 and Conditions apply to all participants of this Event, including speakers, sponsors, and exhibitors.

Please ensure that you have read the full terms and conditions prior to completing an online registration.