



## BOOKING TERMS AND CONDITIONS

These terms and conditions apply to the Event: Heart of Australia Gala Dinner 2025 (HOA 2025) hosted by Heart of Australia at the Royal International Convention Centre (RICC). Absolute Events & Marketing (AEM) has been appointed as the Event Organiser.

By booking tickets for HOA 2025, you agree to the following terms and conditions. All dates listed are in 2025.

### ATTENDANCE POLICY

All attendees must provide their names, contact details, and dietary requirements no later than Tuesday 11 November. Any information submitted after this date cannot be guaranteed to be included on the guest list, dietary list or seating chart.

The venue Responsible Service of Alcohol (RSA) policy will be enforced during the event.

### PAYMENT POLICY

It is a condition of booking that full payment is received within invoice terms and paid prior to the commencement of the event. Non payment of a ticket does not constitute a cancellation.

**Early Tickets:** Payment is required to be made within invoice terms (7 days) from the early ticket price deadline of Wednesday 1 October. Any early tickets not paid by Wednesday 8 October will be automatically updated to a full price ticket and an updated invoice will be provided to the booking contact for payment.

### CANCELLATION POLICY

Cancellation requests must be made in writing to [heartofaustralia@absoluteevents.com.au](mailto:heartofaustralia@absoluteevents.com.au). Refunds will be provided at the discretion of Heart of Australia.

- Cancellations advised in writing Tuesday 14 October will receive a refund of the ticket price, less an administrative charge
- Cancellations advised in writing from Wednesday 15 October will not receive a refund.

### TRANSFER OF TICKETS

Tickets are transferable prior to 12 noon Friday 14 November provided [heartofaustralia@absoluteevents.com.au](mailto:heartofaustralia@absoluteevents.com.au) is advised in writing. Noting the attendance policy where changes after Tuesday 11 November cannot be guaranteed to be included on the guest list, dietary list or seating chart.

Tickets are non-transferrable after 12 noon Friday 14 November.

### PHOTOGRAPHY AND VIDEOGRAPHY CONSENT

By attending the event you are confirming consent for any video and photographs taken during the event, in which you may appear, to be used in promotion of this and future Heart of Australia Gala Dinner and general promotion of Heart of Australia.

### PRIVACY POLICY

Absolute Events & Marketing on behalf of Heart of Australia Gala Dinner will collect and store information you provide in the booking process for the purposes of enabling us to: register your attendance at the event; assist with administrative and planning purposes; plan and develop future events; facilitate your requirements in relation to the event; and allow the compilation and analysis of statistics relevant to the event. The information that you provide in your booking form and information provided at any other time during the event, including without limitation any feedback obtained during the event, will be used by the organisation to offer, provide and continue to improve its events and other services.