

# Terms & Conditions

These terms and conditions apply to the Event: State of Australasian Cities Conference 2025 (SOAC 2025) hosted by Queensland University of Technology, The University of Queensland and Griffith University with support from Australasian Cities Research Network (ACRN), including the HDR Symposium and additional events held in conjunction with the State of Australasian Cities Conference 2025. Absolute Events & Marketing (AEM) has been appointed as the Event Organiser.

## CODE OF CONDUCT – SPONSORSHIP COMPANIES

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- The promotion of your business must be contained within your sponsor inclusions
- Sponsors are not permitted to roam the conference with promotional items and/or sell their product or service, and are not allowed to impede the included benefits of any other event sponsors
- If a function or session is sponsored, no other company is allowed to place their product in any space in which the function or session is being held
- Any such behaviour will not be tolerated by the SOAC Committee or the Event Organisers and the offending organisation and people will be required to leave the event immediately
- The decision of the SOAC 2025 Committee and the Event Director or Event Manager is final
- Disregarding this code of conduct will lead to other actions being taken as deemed necessary by the SOAC 2025 and the Organisers including, being banned from attending future SOAC Conferences / ACRN events

## CODE OF CONDUCT - PERSONAL

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- The SOAC 2025 will present opportunities to learn, share knowledge and network. We believe the event should represent a safe, enjoyable and inclusive environment for all people, irrespective of gender, race, ethnicity, age, sexuality, religion, disability, socio-economic background, experience, size, shape etc. Harassment, bullying or abuse or any such behaviour will not be tolerated and action will be taken as deemed necessary by the Organisers
- Political statements, imagery or merchandise is not permitted at the event
- Disregarding this code of conduct will require immediate removal from the event and a prohibition from attending future SOAC Conferences and ACRN events

## ALLOCATION AND PAYMENT POLICY

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- All bookings are to be made online via the SOAC 2025 Sponsorship Booking site
- The SOAC 2025 organising committee reserves the right to accept or decline any booking. The decision is final
- Bookings will be allocated in order of receipt of online booking and full payment
- Once booking is confirmed by the event organisers, a booking allocation and tax invoice will be issued to the booking contact. The requested item is deemed to be booked and the booking organisation is liable for full payment, which is payable within 7 days of invoice issue
- If payment is not received by the due date, you will receive two reminders. If the payment is not received within the advised timeframe, the event organiser reserves the right to cancel the booking and reallocate it to another organisation
- Included benefits do not commence until payment is received. Sponsors will not be listed on the website, in event marketing or in the handbook until full payment is received
- All prices are provided in Australian Dollars and are inclusive of 10% Goods and Services Tax (GST)



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## CANCELLATION POLICY

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- Cancellations must be advised to the event office in writing. A written request is required to specify the reason for cancellation. The cancellation request is subject to the decision of the organising committee
  - A cancellation request received prior to 7 October is subject to a 30% cancellation fee
  - A cancellation request received between 7 November is subject to a 60% cancellation fee
  - A cancellation request received from 16 November onwards is subject to a 100% cancellation fee
- The cancellation policy excludes sponsorship of items which have been put into production. Once items have been ordered or begun production, cancellations are not able to be accepted
- Non-payment or non-attendance does not constitute a cancellation – payment is still required
- If a sponsor booking is cancelled, this releases the booking and makes the sponsorship available for booking. Should you cancel, the committee and the event organisers make no guarantee that options will be available should you wish to rebook closer to the event
- Once included sponsorship benefits have commenced being provided, no refunds will be issued (excluding booking cancelled within the provided timeframe above)
- The Organising Committee reserves final decision on a case by case basis for granting a cancellation in extenuating circumstances

## EVENT POSTPONEMENT OR CANCELLATION

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- Event Postponement: In the event of a postponement all bookings will automatically be transferred to the new event dates. All components of your booking including sponsorship, registration, networking function tickets, and accommodation bookings will also be transferred. If you are unable to attend on the new dates, you may contact the event organisers to obtain the relevant cancellation policy
- Event Cancellation: In the event of the cancellation of the event, all bookings and associated components of attendance will be cancelled and amounts refunded in full

## GENERAL

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- A confirmed sponsorship booking does not constitute an attendee registration. Sponsor registrations will need to be completed separately via a provided link within the advised timeframe
- Upon confirmation of booking, your organisation logos are requested to be provided in both high resolution jpeg (minimum 300 dpi) and eps vector format. The event organisers are not responsible for the quality of logos displayed if they are not received in the required format by the specified deadline. It is the responsibility of the booking organisation to supply logos
- Sponsorship inclusions must be supplied to provided specifications and received by specified deadline to be included
- If inclusions are not received by the due date, you will receive one reminder. If the item is not received within the advised timeframe, the Sponsor will forfeit the inclusion



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## IMAGERY / FOOTAGE

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- By participating in this event, you acknowledge and agree to grant SOAC 2025, ACRN and Absolute Events & Marketing the right to record, film, live stream, photograph, or capture you in any media now available or hereafter developed and to distribute, broadcast, use, or otherwise to disseminate, in perpetuity, such media without any further approval from you

## PRIVACY POLICY

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- By completing a booking, you acknowledge the details supplied by you may be made available to SOAC and any suppliers working on the event (for the purpose of your involvement). Details will also be shown on the website to promote your involvement

## INSURANCE & LIABILITY

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- Neither the Host Partners, Event Organiser nor the Organising Committee accepts any responsibility for loss or damage, theft, injuries/accidents or any other relevant matters. Attendees and stakeholders should make their own arrangements with respect to personal or business insurances

## DISCLAIMER

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- All best endeavours will be made to present the conference as intended and promoted. SOAC 2025 Host Partners and its agents reserve the right to alter without prior notice, any of the arrangements, timetables, plans or other items relating to the event, for any cause beyond its reasonable control. SOAC 2025 Organising Committee and the Event Organisers are not liable for any loss or inconvenience caused as a result of such alteration. In the event of unforeseen circumstances, the SOAC 2025 Organising Committee and the Event Organisers do not accept responsibility for loss of monies caused by delays. Participants are advised to take out personal travel insurance and to extend their policy to cover personal possessions. The conference does not cover individuals against cancellations of bookings or theft or damage to belongings
- Information in the prospectus and the booking form is correct at the time of release but the Event Organisers and SOAC 2025 Organising Committee reserve the right to alter information

## CHANGES TO TERMS AND CONDITIONS

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- Absolute Events & Marketing Pty Ltd as agent for SOAC 2025 Host Partners and the Organising Committee reserve the right to change these Terms and Conditions for Sponsors. Should any changes occur to the Terms and Conditions on in this prospectus or in the full Agreement, Sponsors will be notified via email.

