

STATE OF AUSTRALASIAN CITIES CONFERENCE 2025

REGISTRATION TERMS AND 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 SOAC 2025. Absolute Events & Marketing (AEM) has been appointed as the Event Organiser.

By completing and submitting a registration form for SOAC 2025, you agree to the following terms and conditions.

CODE OF CONDUCT – PERSONAL

- 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 events

PAYMENT POLICY

It is a condition of registration that full payment is received within invoice terms. For registrations received within 7 days of the conference, full payment is required prior to the commencement of the event. Non payment of a registration does not constitute a cancellation.

Payment of Registration

Payment is required to be made within invoice terms of 7 days.

- Early registration payment must be received by 7 September 2025. Any early registrations not paid by 7 September 2025 will be automatically updated to a standard registration and an updated invoice will be provided to the attendee for payment.

CANCELLATION POLICY

Cancellations must be advised to the Event Organiser in writing via soac@absoluteevents.com.au. Charges will apply for cancellations:

- Cancellations advised in writing by 6 November will receive a refund of the registration fee, less an administrative charge of \$150
- Cancellations advised in writing from 7 November will not receive a refund. The registration can be transferred to a colleague
- Registrations are transferable to a colleague at any time prior to the event provided the Event Organiser is advised in writing.

STATE OF AUSTRALASIAN CITIES CONFERENCE 2025 REGISTRATION TERMS AND CONDITIONS

ACCOMMODATION BOOKING POLICY

Please refer to individual hotel information regarding their specific booking policies. The general event policy is provided below.

- Full prepayment and a valid credit card guarantee are required to confirm your accommodation booking
- The hotel requires a credit card on file for incidentals. Provided credit card details will be passed onto the hotel
- Cancellations or amendments made from 1 November will incur a 100% cancellation fee
- No shows will be charged a 100% cancellation fee

EVENT POSTPONEMENT OR CANCELLATION

Event Postponement: In the event of a postponement all registrations will automatically be transferred to the new conference dates. All components of your registration including social function tickets and accommodation bookings will also be transferred. If you are unable to attend on the new dates, you may contact the Event Organiser to obtain the relevant cancellation policy

Event Cancellation: In the event of the cancellation of the conference, all registrations and associated components of attendance will be cancelled and amounts refunded in full.

IMAGERY / FOOTAGE

By participating in this conference, you acknowledge and agree to grant the Event, Host and Event Organiser 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 / PERSONAL DATA COLLECTION

Your privacy is important to us. Your personal information will be used by the Event Organiser and the Event Host in accordance with this privacy policy. If you are from a European country, we will comply with the European General Data Protection Regulations (GDPR) excluding the below requirements for authorised personnel to have access to your data.

Information collected will include name and contact details, attendance and/or presentation details, accommodation booking data (including check in and out details). A secure portal allows for only authorised personnel to access any credit card details and/or financial details. Speakers should be aware that their biography, photograph, position, organisation and presentation summary will be published on the event website, as well as use in marketing and media (including digital) channels to market the event.

The Event will collect and store information you provide in the Registration Form for the purposes of enabling the Host and the Event Organiser to: Register your attendance at the event; assist

STATE OF AUSTRALASIAN CITIES CONFERENCE 2025

REGISTRATION TERMS AND CONDITIONS

with administrative and planning purposes; facilitate your requirements in relation to the event; and allow the compilation and analysis of statistics relevant to the event; plan and develop conferences and other events in the future. The information that you provide in the Registration 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.

DISCLOSURE OF PERSONAL INFORMATION TO THIRD PARTIES

Your information which is collected via your registration (such as your position, organisation, location and your email address) may be disclosed to the Host and Event sponsors, exhibitors and attendees. We will not, without your consent, use or disclose your personal information for any purpose unless this is permitted or required by law. If you are booking accommodation or other relevant activities, your personal data will be disclosed to hotel and activity provider to facilitate your bookings.

Attendee may withhold consent for disclosure of their contact details by emailing soac@absoluteevents.com.au before 14 November 2025.

DISCLAIMER

All best endeavours will be made to present the conference as intended and promoted. The Host 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. The Host and the Event Organiser are not liable for any loss or inconvenience caused as a result of such alteration. In the event of unforeseen circumstances, the Host and the Event Organiser 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 on the website and registration site is correct at the time of release but the Event Organiser and Event Organising Committee reserve the right to alter information