

REGISTRATION TERMS AND CONDITIONS

Registration

- Early bird registrations will be accepted until 16 July 2025, 11:59PM AEST.
 - Should your registration remain unpaid until 29 July 2025, 11:59PM AEST, registrations will be upgraded to the standard rate.
- As of 17 July 2025, standard rate applies for every new registration.
- Standard registrations will be accepted until 12 October 2025, 11:59PM AEDT.
 - Should your registration remain unpaid until 12 October 2025, 11:59PM AEDT, registrations will be upgraded to the late rate.
- As of 13 October 2025, late rate applies for every new registration.
 - Should your registration remain unpaid, access will not be granted to the conference.

Payment conditions

- All payments are to be made in AUD. Please indicate the participant's name and "AAPI 2025" on all EFT payments.
- Payment is due on receipt of invoice. If payment is not provided on time, your registration may be cancelled or moved to the late registration date.
- Full payment of all items is requested when registering (by credit card or by bank transfer).
- From **13 September 2025** only payments by credit card will be accepted.
- All payments made by bank transfer must include any relevant bank fees.

As a global company with our headquarters in Geneva, our merchant facility is located in Switzerland. Rarely an additional fee is charged, either as a result of an international transaction fee or a charge made by your bank. Unfortunately we cannot work out exactly in what instances this does occur, however any delegates that do get affected by an international transaction fee we will arrange the necessary refund of that fee. Please contact the registration team to make these arrangements.

GST (Goods & Services Tax)

- Registration fees include 10% GST. Tax invoices issued will indicate total GST included in the transaction.

Methods of payment

- **Credit card:** only MasterCard and Visa are accepted.
 - Please note that a 3.1% of payment processing fee will be applied.
- **Bank transfer** – please make your payment to:

Bank: National Australia Bank

Account name: MCI Australia Pty Ltd

BSB: 084255

Account number: 59 650 0566

SWIFT: NATAAU3302S

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 “**AAPi 2025**” on ALL payments.

Registration / modification / cancellation conditions

Cancellation policy

- All delegate cancellations must be received in writing sent to MCI Australia at hello@aapiconference.org.au.
- Cancellations received on or before **12 June 2025** will be refunded in full, less a 25% cancellation fee to cover administration costs.
- No registration refunds will be made after this date.
- Refunds will be processed after the event according to your payment method.

Name Badge Policy

- To make any changes to a badge, the original participant must provide written permission and full contact details of the substitution.
- If a badge is lost or forgotten onsite, a reprint can be requested for an administrative fee of **AUD \$80** after identity verification.

Modification policy

- Any registration modification requests must be received in writing sent to MCI Australia at hello@aapiconference.org.au.

Transfer of registration

- As an alternative to cancellation, your registration may be transferred to another member of your organisation. Registration transfers must be sent in writing to MCI Australia at hello@aapiconference.org.au.

Social functions

- AAPi Conference 2025 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.

Postponed event policy

- In the event AAPi Conference 2025 is postponed, existing paid registrations will automatically be transferred to the new Conference dates. For existing paid registrations, you will receive communication confirming the successful transfer of your registration. If you do not wish to proceed, notification in writing will be

required no more than 30 days from the announcement date to receive 100% refund. After this date, the standard cancellation policy will be applied.

Cancelled event policy

- 100% refund is applicable in the event of Conference cancellation (excluding fees and bank charges).

Travel & 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.
- Cancellations in whole or part may incur a penalty at the hotel's discretion.
- Please refer to the hotel's individual payment policy as this may vary for when payment is due.

Closure of a hotel:

- Should hotels promoted by the AAPI Conference 2025, close prior to the Conference, MCI (event organisers) will assist to seek any pre- payment made by a delegate direct to the hotel and offer alternative options to the delegate. As the contract is direct between the hotel and delegate, no guarantee can be provided by MCI to any compensation. MCI will not be financially liable for any financial loss.
- At the time of booking a hotel, be aware of the individual Terms and Conditions of the Hotel you are entering into an agreement with.

Insurance and liability:

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

Privacy & data collection

Data privacy policy

- For further information on how your data will be used, we invite you to carefully read the Data Protection and Privacy Policy: <https://www.mci-group.com/privacy-statement>.

Privacy statement

- The provided name and contact information, including electronic address, may be used by parties directly related to the event such as the organisers and approved

stakeholders, for relevant purposes such as promotion, networking, and administration of this, and future events of this type. If you do not consent, please email hello@aapiconference.org.au.

- In addition, your name, organisation, email address and country/state of origin may be published on the delegate list which may be provided to delegates, exhibitors and sponsors at the Conference. If you do not wish your details to be included in this list, please email hello@aapiconference.org.au.

Email communication

- By providing your email address, you consent to be contacted by this method in relation to this event and future events of this type.
- If you do not wish your details to be used for any of the above purposes, please email hello@aapiconference.org.au.

General conditions

Release and waiver of liability

- AAPI, the hotels and MCI are not responsible for either the partial or total non-execution of the contract in the event of technology fault, accident, natural disaster (either threatened or actual), in war, curtailment or interruption of transportation facilities, threats or acts of terrorism, governmental travel or terrorism advisory, Strikes, Lock out, civil disturbance, the issue of a Travel Warning by the World Health Organization or any other cause beyond the parties' control which prevents access to the platform for the event, or if for the same reasons the event is cancelled by MCI.
- The Organisers may at their entire discretion repay the delegate fee paid by the participant, or part thereof, but shall be under no obligation to repay the whole or part of such delegate fee, and shall be under no liability to the participant in respect of any actions, claims, losses (including consequential losses), costs or expenses whatsoever which may be brought against or suffered or incurred by the participant, as the result of the happening of any such event.

Force majeure

- AAPI, the hotels and MCI are not responsible for either the partial or total non-execution of the contract in the event of technology failure, 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, 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 platform from accommodating the clients of MCI for the event or if for the same reasons the event is cancelled by MCI.

Photography / videography disclosure

- As a registered participant of the virtual series, you agree to grant permission for AAPI and MCI to use your likeness in a photograph or video in any and all of its publications and presentations, including website entries, without payment or any other consideration; to authorise AAPI and MCI to edit, alter, copy, exhibit, publish or distribute the photograph or video for purposes of publicising AAPI programs or for any other lawful purpose; to waive the right to inspect or approve the finished product, including written or electronic copy, wherein your likeness appears; that these materials will become the property of AAPI and MCI.

Acceptable attendance behaviour

- AAPI 2025 aims to create a professional and respectful environment for all attendees. Therefore, it is expected that all delegates behave in a professional and respectful manner towards other attendees, presenters, and organisers.
- This includes communicating in a respectful and appropriate manner, complying with event rules and regulations, respecting intellectual property, avoiding disruptive behaviour, and respecting confidentiality.
- Any delegate who violates these expectations may be asked to leave the event without refund.