



RACV Royal Pines Resort, Gold Coast

6-8 August 2025

TERMS AND CONDITIONS

Registration / Payment

Registration

- Early bird registrations will be accepted until 11:59 PM AEST, 30 April 2025.
- As of 1 May 2025, the standard rate applies for every new registration.

Payment Conditions

- All payments are to be made in AUD. Please indicate 'ABIC25', your name and the invoice number on all EFT payments.
- Payment is due on receipt of the invoice. If payment is not provided on time, your registration may be cancelled or moved to the standard registration rate.
- Full payment of all items is requested when registering (by credit card or by bank transfer).
- From 6 July 2025, only credit card payments will be accepted.
- All costs are to be borne by the ordering customer. Please note that payments made by bank transfer could be subject to fees payable to your local bank.

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 the total GST included in the transaction.

Methods of payment

- Credit card: only MasterCard and Visa are accepted.
- Bank transfer – please make your payment to:

Bank: National Australia Bank

Bank account name: MCI Australia

BSB: 084255

Account number: 59 650 0566

SWIFT code: NATAAU3302S

Any bank fees associated with the transfer are the responsibility of the customer.



Australian
Banana
Industry
Congress

**RACV Royal Pines
Resort, Gold Coast**
6-8 August 2025

Registration Modification / Cancellation Conditions

Cancellation policy

- All delegate cancellations must be received in writing sent to MCI Australia via hello@bananacongress.org.au.
- For cancellations received on or before **11:59PM AEST, 5 April 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@bananacongress.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@bananacongress.org.au.

Social functions

- The Australian Banana Industry Congress 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 the congress is postponed, existing paid registrations will automatically be transferred to the new congress 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.



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6-8 August 2025

Cancelled event policy

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

Travel and Accommodation

Accommodation cancellation

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

Closure of a hotel

- If hotels promoted by the Australian Banana Industry Congress 2025 close prior to the congress, MCI Australia (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 directly between the hotel and the delegate, no guarantee can be provided by MCI for any compensation and MCI will not be financially liable for any financial loss.
- When booking a hotel, be aware of the terms and conditions of the hotel you are entering into an agreement with.

Insurance and liability

- It is recommended that participants obtain adequate coverage for travel, health, and accident insurance before they depart for the congress. MCI Australia, the Australian Banana Growers' Council, the RACV Royal Pines Resort, and any congress hotels cannot accept responsibility for personal injuries, or loss of, or damage to, private property belonging to the congress participants and accompanying persons.

Privacy and 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>.



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Industry
Congress

**RACV Royal Pines
Resort, Gold Coast**
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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@bananacongress.org.au.
- In addition, your name, organisation, and country/state of origin may be published on the delegate list which may be provided to delegates, exhibitors, and sponsors at the congress. If you do not wish your details to be included in this list, please email hello@bananacongress.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@bananacongress.org.au.

General Terms and Conditions

Release and waiver of liability

- The Australian Banana Growers' Council, the hotels (RACV Royal Pines Resort and Mercure Gold Coast Resort) and MCI Australia 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 Australia.
- 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.



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Force Majeure

The Australian Banana Growers' Council, the hotels, and MCI Australia 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 Organisation or any other cause comparable events or disaster beyond the parties' control which prevents the platform from accommodating the clients of MCI Australia for the event or if for the same reasons the event is cancelled by MCI Australia.

Photography / videography disclosure

As a registered participant, you agree to grant permission for the Australian Banana Growers' Council and MCI Australia 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 Australian Banana Growers' Council and MCI Australia to edit, alter, copy, exhibit, publish or distribute the photograph or video for purposes of publicising Australian Banana Growers' Council 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 Australian Banana Growers' Council and MCI Australia.

Acceptable attendee behaviour

- The Australian Banana Industry Congress 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.