

Terms and Conditions

ASN Events Pty Ltd (ACN 007 439 714) and ASN Conferences Pty Ltd (ACN 093 246 176)
Level 2, 5 Queens Road, Melbourne VIC 3004
(collectively referred to as “ASN”, “we”, “us” or “our”)

These Terms and Conditions form a binding agreement between ASN and you (the “**Event Participant**”, “you” or “your”) when you register for, attend, or purchase services relating to an ASN event.

By registering for an event, you acknowledge that you have read, understood, and agree to these Terms and Conditions.

Registration

By registering for an ASN event, you agree:

- to pay all applicable registration fees and charges in full in accordance with these Terms
- that you are responsible for ensuring you select the correct event, ticket type, add-ons and accommodation
- that if you register on behalf of others, you accept responsibility for all associated fees for those participants

If you require assistance before completing your registration, please contact us at participation@asnevents.net.au or +61 3 8658 9530.

Registration Confirmation

A confirmation email and tax invoice will be sent to your nominated email address upon registration.

You must check your registration details carefully.

If changes are required, you must notify ASN within **24 hours** of registration. After this time, cancellation or amendment fees may apply.

Payment Terms

- Full payment is due at the time of registration unless otherwise agreed in writing
- All fees must be paid prior to the event to secure admission
- Your invoice is available via your participant dashboard at any time

Failure to pay may result in cancellation of your registration without notice.

Cancellation Policy (Event Registration)

If you are unable to attend:

- **More than 30 days prior to the event:** refund less \$100 administration fee
- **Less than 30 days prior:** no refund

Substitutions may be accepted at ASN's discretion.

Requests must be made in writing via email.

Accommodation Bookings

If accommodation is booked through ASN:

- you will receive a confirmation email
- you must check dates and details carefully
- amendments should be requested as soon as possible

Deposits

Accommodation deposits are payable at the time of booking.

Bookings may be cancelled if deposits are not paid **45 days prior to arrival**, unless otherwise agreed in writing.

Cancellations

Accommodation providers set their own cancellation terms. Any applicable fees or non-refundable amounts will be passed on to you.

Credit Card Payments

ASN accepts Visa, MasterCard and American Express.

- Card surcharges may apply and are non-refundable
- Payments are processed securely through ASN's payment gateway
- ASN does not store credit card details

International Payments

Additional verification may be required for international transactions to prevent fraud.

Refunds

Refunds are not available for change of mind.

Where refunds are approved, they will be processed:

- within 7 business days where practicable
- to the original payment method only

If an event is cancelled or postponed due to circumstances beyond ASN's control, ASN may:

- offer a transfer or credit, or
- provide a refund at its discretion

Event Changes

ASN reserves the right to:

- change event programs, speakers, venues or dates
- cancel or postpone events where necessary

ASN is not liable for travel, accommodation or other costs incurred by participants.

Privacy

Personal information collected during registration will be handled in accordance with ASN's **Privacy Policy** and applicable privacy laws.

Communication

You agree that communications by email or phone are valid and contractually binding.

Limitation of Liability

To the extent permitted by law:

- ASN excludes all liability for loss, damage or injury arising from participation in an event
- ASN's total liability is limited to the amount paid for your registration

Nothing in these Terms excludes rights under the **Australian Consumer Law**.

Force Majeure

You agree that communications by email or phone are valid and contractually binding.

Limitation of Liability

ASN is not liable for delays, cancellations or failures caused by events beyond our reasonable control, including natural disasters, government restrictions, public health events, venue issues or supplier failures.

Dispute Resolution

If a dispute arises, both parties agree to first attempt resolution through good faith negotiation and mediation before commencing legal proceedings.

Governing Law

These Terms are governed by the laws of Victoria, Australia.
Any disputes will be subject to the courts of Victoria.

Acceptance

You are deemed to have accepted these Terms when you proceed with registration and select "I agree".

Contact

ASN Events Pty Ltd
P: +61 3 8658 9530
E: participation@asnevents.net.au