

# THE ACCESSIBLE & INCLUSIVE TOURISM CONFERENCE IN THE ASIA-PACIFIC 2023 (AITCAP 2023)

## General Ticket Terms & Conditions

In this document:

- “The Event” or “AITCAP 2023” refers to the 2023 Accessible & Inclusive Tourism Conference in The Asia-Pacific. Unless otherwise, it refers to all parts of said event, including Side Events.
- “The Organiser” or “GetAboutAble” refers to GetAboutAble Pty Ltd - ABN: 92 606 876 117, Main business location: 2603, ACT, Australia
- “Side Events” refers to all the activities that require a separate registration from the main conference content, whether free or not free of charge. They can be identified by the mention of “Side Event” included on the ticket.

### 1. Privacy Terms

GetAboutAble values and respects the privacy of the people we deal with.

GetAboutAble is committed to protecting your privacy and complying with the Privacy Act 1988 (Cth) (Privacy Act) and other applicable privacy laws and regulations.

We will use your information to meet your expectations and give you a great experience as attendees of the Event. Any personal information provided will only be used for the purpose for which it was provided in order to deliver the Event.

GetAboutAble has the right to contact attendees post-event for survey purposes and will retain all pertinent information for as long as necessary for the purpose of providing attendees with access to recordings of the Event.

GetAboutAble will take all reasonable steps to ensure that the personal information that we hold about you is kept confidential and secure, including by:

- taking measures to restrict access to only personnel who need that personal information to effectively provide services to you;
- having technological measures in place designed to ensure the confidentiality of your information. However, we cannot and do not guarantee the security of information transmitted to us.

Furthermore, by booking into one of GetAboutAble's events, you give your consent to GetAboutAble to share your details with sponsors or exhibitors containing your name, company and email.

As a condition of entry and by attending the Event, you acknowledge that you may enter an area where photography, audio and video recording may occur and you grant The Organiser the right to use your image and likeness for marketing, social communications, and promotional purposes, unless you specifically request removal of the photo or video in writing.

## **2. Liability**

GetAboutAble reserves the right to relocate or cancel The Event, or reassign some or all presentations to internet sessions, in the event of a natural disaster, terrorist event, illness or other unusual circumstances as determined solely at the discretion of GetAboutAble.

GetAboutAble reserves the right to make cancellations, substitutions and alterations to speakers, topics and/or the schedule of the Event at any time.

Notice of any changes will be announced on the website [aitcap.getaboutable.com](http://aitcap.getaboutable.com) and via email communications.

Such changes do not constitute a breach of contract by GetAboutAble and do not trigger any liability. If The Organiser changes the time and/or location of the Event, The Organiser will provide notice of the changes and will offer attendees the choice of either a refund or the opportunity to attend the Event as varied.

The Organiser cannot accept liability for advice given or views expressed by any at the Event or in any material provided to attendees by third parties.

## **3. Use of Content**

Presentations, documentation, materials, and content made available to you as an event attendee are subject to copyright. You may only use the materials and content for your own private non-commercial use.

No part of the materials and content covered by copyright should be copied, reproduced, modified, distributed, transmitted, or republished in any form or by any means without the express written permission of GetAboutAble.

To the maximum extent permitted by law, GetAboutAble is not responsible or liable in negligence, contract, tort or otherwise arising if you or any other person incurs, experiences, or suffers an accident, direct or indirect loss including to property or person, damage, fatality, injury, psychological injury, inconvenience,

loss of enjoyment, disappointment, or health-related issue whatsoever whilst in transit to or from the Event and/or at the Event.

As a participant of The Event, you fully and finally release and discharge GetAboutAble from any liability, claim, action, right or entitlement whatsoever that you have or may have against us whether known or unknown, accrued, contingent or inchoate arising out of, concerning, or relating to the Event.

GetAboutAble will not be held responsible for any delay or failure in the performance of its obligations under the Terms and Conditions to the extent such delay or failure is caused by fire, flood, strike, civil, governmental, or military authority, acts of God, acts of terrorism, acts of war, epidemics, the availability of the venue or other similar causes beyond its reasonable control and without the fault or negligence of GetAboutAble, its agents, or employees.

#### **4. Code of Conduct & COVID-19 Safety**

##### 4A. Code of Conduct

Part of the Event will be held at third-party venues and premises and all attendees are required to observe and comply with any safety advice, site signage, alcohol consumption and security requirements of the venue.

Furthermore, if a Conference attendee engages in behaviour deemed inappropriate, the Organiser may take any action they deem appropriate, including warning the offender or expelling them from the Event.

GetAboutAble is dedicated to providing a harassment-free and positive experience for everyone. We do not tolerate harassment of conference participants/attendees in any form. Images, language and behaviour that disrespect any parties or groups at or during The Event are not appropriate nor will be tolerated in any official venue of AITCAP.

##### 4B. COVID-19 Safety

AITCAP 2023 will be running in line with the Queensland State Government's Covid Policy found at <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/health-advice/traffic-light-advice>

As parts of the Event will be held in person and there will be people vulnerable to COVID-19 in attendance, we request and recommend that you wear a mask wherever possible while in indoor spaces, especially while in the theatres.

We strongly encourage all attendees to take a Rapid Antigen Test before attending the Event and to stay home if they have any symptoms regardless of test results, both for your safety and that of others. Please see our refund policy below if you are not able to attend due to illness.

## **5. Substitution and Cancellation Policy**

Under no circumstances will GetAboutAble offer any refund or compensation for costs incurred by Event Attendees other than the cost of their registration ticket.

Please note that the booking fees charged by Humanitix are not refundable under any circumstances. Any refund mentioned in this document excludes them.

Tickets are not transferable, however, we will consider substitution requests made in writing to [aitcap@getaboutable.com](mailto:aitcap@getaboutable.com) before April 11th 2023.

Acceptance of substitution is entirely at the discretion of GetAboutAble.

Complimentary tickets, given at the discretion of GetAboutAble, are not redeemable for cash.

No refunds can be requested upon commencement of the Event.

If a registered attendee fails to attend The Event for which they had registered, The Event registration fees will not be refunded or allocated to another GetAboutAble event.

Where a refund is due to a participant it will be made within 14 days via the same method payment was made unless requested otherwise, less booking fees.

### 5A. For Registration to the Conference, excluding all Side Events

#### 5A.1. For In-Person Attendees and Attendees that hold COMBO tickets for In-person AND Online Event Attendance

If you cannot attend and would like a refund, requests must be in writing to [aitcap@getaboutable.com](mailto:aitcap@getaboutable.com).

- Cancellation more than 30 days before April 28th 2023: 100% refund, less booking fees;
- Cancellation 30 days or less, but more than 14 days, before the April 28th 2023: 50% refund, less booking fees;
- Cancellation 14 days or less before April 28th 2023: no refund issued.

### 5A.2. For Online Attendees

If you are unable to attend and would like a refund, requests must be in writing to [aitcap@getaboutable.com](mailto:aitcap@getaboutable.com).

- Cancellation before April 27th 2023: 100% refund, less booking fee;
- Cancellation between April 28th 2023 and May 11th 2023: no refund

### 5B. For Side Events

If you are unable to attend and would like a refund, requests must be in writing to [aitcap@getaboutable.com](mailto:aitcap@getaboutable.com).

Registrants must take into consideration prior to requesting a refund that venue, food and beverage etc. may have been finalised and confirmed prior to the event and therefore would have incurred considerable and nonrefundable costs to The Organiser.

The following terms will apply:

- Cancellation more than 14 days, before the Side Event: 50% refund, less booking fees;
- Cancellation 14 days or less before the Side Event: no refund
- We will consider substitution requests made in writing to [aitcap@getaboutable.com](mailto:aitcap@getaboutable.com) until 48 hours before the start of the Side Event. Acceptance of substitution is entirely at the discretion of The Organiser.

### 5C. For Complimentary Registrations excluding Companion Card Registrations

For all intents and purposes, the Complimentary Event Registrations are treated as paid registrations and the above policies regarding cancellation, transfers apply.

### 5D. For Companion Card Registrations

The Companion Card ensures that people who are unable to attend venues and events without a companion to provide attendant care support are not charged two admission fees.

A Companion Card Registration is free and applies to the person who is accompanying the Companion Card Holder to the Event, provided said Companion Card Holder:

- Have their own Registration (paid or complimentary)
- Can provide a copy of their Companion Card if asked.

Within those parameters, a Companion Card Registration:

- Can be transferred at any time to the person who will be supporting the Companion Card Holder;
- Will automatically be cancelled with no refund provided if the Companion Card Holder isn't attending, regardless of whether or not the Companion Card Holder is entitled to a refund for their own ticket

#### 5E. Cancellation and Substitution Policy if the Ticket Holder tests positive for COVID-19 at the time of the Event (including Side Events)

If the Ticket Holder tests positive for COVID-19 at the time of the Event:

- If a refund is requested for parts of the Event that happen Online, no specific refund policy applies
- If a refund is requested for parts of the Event that happen In-Person at a physical location, the general refund policy for the category of Event that they registered for applies but if the Ticket Holder can provide a proof of their positive test results, GetAboutAble will:
  - Automatically accept request for substitution by the Ticket Holder
  - Offer the Ticket Holder the possibility to view a Livestream or a Recording of the In-Person part of the Event that they registered for.

### **6. Governing Law & Jurisdiction**

These Terms & Conditions are governed by the laws of the Australian Capital Territory and Australia.

For questions about these Terms and Conditions, including Privacy Terms, please email [aitcap@getaboutable.com](mailto:aitcap@getaboutable.com)