# THE ACCESSIBLE & INCLUSIVE TOURISM CONFERENCE 2024

# (AITCAP 2024)

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# General Ticket Terms & Conditions

In registering for The Accessible & Inclusive Tourism Conference 2024 (AITCAP 2024 or the “Event”), hosted by GetAboutAble Pty Ltd (the “Organiser” or GetAboutAble), attendees agree to the following terms and conditions:

## 1. Privacy

GetAboutAble values and respects the privacy of everyone we engage 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 are committed to utilising your information to provide you with an outstanding experience as valued 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.

By booking to attend the Accessible & Inclusive Tourism Conference 2024, you give your consent to GetAboutAble to share your details with sponsors or exhibitors containing your name, position/role, company and email.

GetAboutAble has the right to contact attendees post-event for survey purposes and will retain all pertinent information for as long as necessary.

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.

## 2. Disclaimer

At the time of registration, GetAboutAble provided the most recent information available and the attendee accepts that the content and/or the delivery of the event can change.

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

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.

Notice of any changes will be announced on the website aitcap.getaboutable.com and via email communications.

GetAboutAble will not take any responsibility for any errors, omissions or changes to the program or content of the event.

GetAboutAble reserves the right to make changes as it deems necessary without penalty and in such situations, no refunds, part refunds or alternative offers shall be made.

1. GetAboutAble reserves the right to update the Disclaimer and Terms and Conditions without notice to you.
2. 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.
3. GetAboutAble, its directors, employees, servants, agents and affiliates shall not be liable for any losses, damages, liabilities, claims or expenses whatsoever arising out of or referable to the event.

## 3. Photography/Recording

As a condition of entry and by attending the Event, you acknowledge that you are subject to photography, audio and video recording and you grant The Organiser, or anyone authorised by GetAboutAble, permission to use your image and/or presentations for use in print, electronic medium, webcasts, internal and external promotional purposes and archival purposes, unless you specifically request removal of the photo, audio and/or video in writing.

## 4. Registration

If a person is registering on behalf of an attendee/s it is the responsibility of that person to notify the delegate of the terms and conditions of registering, for which they will be agreeing to on the behalf of the attendee. Responsibility also includes providing full details of the attendee’s registration details and acknowledging the conference venue(s) may require registrants to show evidence of a COVID-19 double vaccination documentation.

To qualify for early bird registration, registration fees must be paid in full by the terms stated on the tax invoice or by commencement of standard registration. Registration fees received after this time will automatically change to the standard convention rate. Registration fees are based on the date of payment receipt, not the date on which the registration form was completed.

All conference fees must be paid in full prior to the convention.

## 5. 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.

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.

## 6. Code of Conduct & COVID-19 Safety

### 6.A. Code of Conduct

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.

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.

All reports of harassment or inappropriate behaviour will be treated in confidence, and actions will only take place after consultation with the complainant.

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.

### 6.B. COVID-19 Safety

The Event will be running in line with the Victorian State Government’s Covid Policy found at https://www.betterhealth.vic.gov.au/coronavirus-covid-19-victoria

As 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.

## 7. Cancellations and Refunds

### 7.A. Cancellation Policy

We understand that there are challenges and uncertainty at times. If you have registered to attend the Accessible & Inclusive Tourism Conference 2024 and are no longer able to attend, our cancellation policy is as follows:

* Registrations cancelled more than 60 days before the event will be refunded 85% of the registration fees
* Registrations cancelled less than 60 but more than 30 days before the event will be refunded 50% of the registrations fees
* Registrations cancelled less than 7 days before the event will not be eligible for a refund
* If travel is restricted due to COVID state border closures, GetAboutAble will make all efforts to make the Conference available digitally.

If you cannot attend and would like a refund, requests must be in writing to aitcap@getaboutable.com

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

Booking fees charged by Humanitix are not refundable under any circumstances. Any refund mentioned in this document excludes them.

Substitute attendees are welcome; however, the Accessible & Inclusive Tourism Conference Team must be advised in writing to aitcap@getaboutable.com of any substitute attendees who will be attending.

Sharing of registrations with other parties is not permitted.

All amendments to registrations must be advised in writing to the Accessible & Inclusive Tourism Conference Team.

### 7.B. Complimentary Registrations

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

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

### 7.C. 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

### 7.D. Cancellation and Substitution Policy if the Ticket Holder tests positive for COVID-19 at the time of the Event

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 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.

### 7.E. Insurance

Insurance, including medical cover and expenses incurred in the event the conference is cancelled, is your responsibility. We recommend you discuss your insurance coverage with your travel agent. The policy should include loss of fees/deposits through cancellation of your participation in the conference or through the cancellation of the conference itself, loss of airfares for any reason, medical expenses, loss or damage to personal property and additional expenses and repatriation, should travel arrangements have to be altered. The Organiser will take no responsibility for any participant failing to insure.

### 7. F. Force Majeure

Neither party shall be liable in damages or have the right to terminate this agreement for any delay or default in performing hereunder if such delay or default is caused by conditions beyond its control including, but not limited to Acts of God, Government restrictions (including the denial or cancellation of any export or other necessary license), wars, acts of terrorism, insurrections, natural disaster, global health crisis and/or any other cause beyond the reasonable control of the party whose performance is affected.

## 8. Entire Agreement

Subject to any amendments specified in subsequent event registration forms or terms and conditions, the event registration form and these terms and conditions constitute the entire agreement between the parties and supersede all prior discussions, negotiations and agreements in relation to the event.

**For questions about these Terms and Conditions, including Privacy Terms, please email** **aitcap@getaboutable.com**