

Delegates, attendees, participants and visitors who attend the Asia Pacific Venue Industry Congress are subject to, and agree to comply with the following terms and conditions.

Behaviour: VMA reserves the right to prohibit entry of any person to a VMA event, or eject any person from a VMA event based on behaviour deemed inappropriate by VMA staff and/or its agents and others working under its authority.

Cancellation and substitution policy: Cancellations must be notified in writing via email to the VMA.

1. If the VMA cancels the Congress a 100% refund policy will apply for delegate registration fees.
2. If the delegate wishes to cancel their registration for any reason, except as outlined in point 3 below, the following will apply:
 - a. Cancellations must be notified in writing via email to the VMA.
 - b. Cancellations received up to 28 business days prior to the event commencement date will receive a refund less a handling fee of \$150 including GST.
 - c. Cancellations received less than 28 business days but more than seven business days prior to the event commencement date will receive a refund less a handling fee of \$1,150 including GST.
 - d. No refunds will be given after this date; however an alternative delegate name may be submitted.
3. If a delegate wishes to cancel their registration due to not being able to travel (includes both to and from) specifically due to government mandated travel restrictions, including travel, forced quarantine and border closures, the following will apply:
 - a. Cancellations must be notified in writing via email to the VMA prior to event commencement,
 - b. A 100% refund policy will apply for the delegate registration fee.
4. The VMA will not be liable for any other expenses, costs or losses incurred by you by reason of such cancellation, including without limitation, airfares, transfers or accommodation.

Canvassing: by attendees is strictly prohibited at VMA events and forums. Promotional materials may not be distributed at the event/forum except by VMA approved event sponsors and exhibitors. Attendees violating this policy will be asked to leave the event and VMA members may have their membership revoked.

Credit card surcharges and other bank fees: The VMA may seek to recover, via charging members/event attendees/delegates, the cost associated with any payments made by credit cards. All unexpected costs incurred by VMA in the processing of payments will be charged back to the remitter. Such costs include, but are not limited to, bounced cheques fees and related bank charges.

Disclaimer: The VMA reserve the right to change activities, topics and presenters where necessary. The VMA shall not be liable for any loss caused by the cancellation of an event where such cancellation is due to Force Majeure. The term "Force Majeure" means any circumstance beyond the reasonable control of the organisers including but not limited to War, hostilities (whether war be declared or not), terrorism, aircraft hijacking, military operation, riot, civil war, rebellion, civil commotion or unrest, natural disasters, Acts or Regulations of government, refusal to grant visas, explosions, transport delays, transport difficulties and the insolvency of airline carriers. The organisers will use all reasonable efforts to conduct the conference despite the intervention or occurrence of any such cause.

Electronic Funds Transfer (EFT): If paying via EFT, online registration needs to be completed and an invoice will be issued automatically. EFT payment must be received and include the invoice number quoted on the remittance advice in order for the registration to be processed by VMA. Payment by EFT will not be accepted after the registration closing date. Your registration is not confirmed until you have received a receipt and confirmation email from VMA. Invoices and confirmations will be issued to the email address used in the online registration.

Image release: In registering for VMA events and conferences, attendees grant permission to VMA, its agents and others working under its authority, to take and to have full and free use of video/photographs containing their image/likeness. It is understood these images may be used for promotional, news, on-line/multimedia, research and/or educational purposes by and for VMA. Attendees agree that they are not entitled to remuneration, residuals, royalties or any other payment from VMA in respect of their image/likeness or its use. Attendees release, discharge, and hold harmless, VMA and its agents from any and all claims, demands or causes of actions that they may hereafter have by reason of anything contained in the photographs or video. Should an attendee not agree to the above image release, they must advise VMA by contacting (07) 5501 6000 or admin@vma.org.au

Image Use: attendees consent to the use of a facial recognition system storing my image for the purpose of the VMA conference. The image or images will not be shared or sold with any other entity without my written consent. I reserve the right to remove my consent and have the images removed at any time. I consent to the images being associated with the conference delegate name and organisation data where applicable residing within the facial recognition database. Should an attendee not agree to the above image use, they must advise VMA by contacting (07) 5575 9185 or admin@vma.org.au

Insurance: All VMA event attendees are strongly advised to secure appropriate travel and health insurance. Registration at any VMA event does not provide any such insurance coverage. The VMA accept no responsibility for any loss in this regard.

Intellectual property: Some Congress speakers have kindly agreed to share their presentation slides and webcasts with delegates only. This content is not intended for wider distribution – sharing, broadcasting and/or copying of this content is not permitted according to Australia’s intellectual property laws. Please be respectful of these speakers’ intellectual property so that we can continue to offer similar content in future events.

Invoices: When you complete the online registration form a tax invoice will be issued in compliance with ATO requirements. This can be used to make payment by Electronic Funds Transfer, Credit Card, or cheque and you can keep this completed form on file for your tax records.

Privacy notice: VMA is concerned with the protection of your privacy. We support the privacy principles contained in the Privacy Act 1988 (Cth), as amended. VMA collects and stores your personal information for the purposes of providing membership services, education and training programs. Here is how your data may be used:

Communication from VMA: VMA may use your details to promote products and services in the form of email communications and/or other types of communication. Email admin@vma.org.au if you would prefer not to receive communications from VMA.

For the purposes of the event: Your details will be provided to parties directly related to the event including the event registration manager, venues and accommodation providers for the purpose of room bookings, catering needs and other conference options.

Communication from third parties: Event sponsors and exhibitors may be provided with attendee details following the event. There is an 'opt out' option on the registration form should you not wish for your details to be shared with the event sponsors and exhibitors. Alternatively contact admin@vma.org.au to opt out.

View VMA's full Privacy Policy below.

Program: VMA reserves the right to change the program at any time. Every effort will be made to ensure a program of equivalent standard.

Registration: To be eligible for the early bird discounted registration rate, registration and payment must be received by the Early Bird cut-off date. Any registrations received by this date without payment will be invoiced for the full registration amount. Contact the VMA with any questions about payment via (07) 5501 6000 or admin@vma.org.au.

Registration places and all Gala Dinner/social event tickets are limited and will be allocated on a strictly 'first in' payment basis. In the event that space is unavailable, you will be notified immediately.

Registration Notice: VMA member registration rates are not transferable to non-VMA members, except as agreed by the VMA and this may incur an additional payment to reflect the non-member rate. By selecting a member registration rate, it is agreed that the registrant is a current financial member of VMA and that the registration is made in the VMA member's name only. A breach of this may result in a cancellation of an event registration and/or VMA membership.

Registration and Payment: Payment in full is required by the event date in order to attend. Anyone that has not received a confirmation email will not be on the event attendance list and therefore will not be admitted to the event.

Sharing registrations: One registration may not be used or shared by several individuals.

Smoking: Smoking of all kind, including vaporized tobacco, is prohibited in any Event space.

Special dietary/physical requirements: Special dietary/physical requirements will be catered for if requested before the event registration closing date. Please indicate any special requirements on your registration form or email the VMA with your specifications. Special requests on the day cannot be guaranteed.

Substitutions: Should a registrant be unable to attend, they may send one substitute in their place. VMA must agree to all substitutions prior to the event. Refer to 'Registration Notice' above.

PRIVACY POLICY

The VMA is the peak body for venue industry professionals in the Asia Pacific region with over 700 members from very diverse venue sectors including; Sports Stadiums, Entertainment Arenas, Conference and Exhibition Centre's, Performing Arts Centre's, Race Tracks & Showgrounds, and suppliers to the industry.

Through our affiliation with the International Association of Venue Managers the VMA is dedicated to the growth and success of the venue management industry in our region through professional development, education and collective sharing through networking.

We draw from the very best talent in the venue industry to provide our members with the opportunity to expand their thinking, upgrade their skills, stay on top of industry trends and plans and learn from their peers. For more information on the VMA please visit our website www.vma.org.au . The Venue Management Association (Asia and Pacific) Ltd is a company limited by guarantee and head quartered on the Gold Coast, Queensland, Australia.

In addition to this professional and ethical commitment, we are required to comply with applicable Commonwealth, State and Territory privacy law. Under these privacy laws, we are required to comply with a set of privacy principles. The core principles are in the Privacy Act 1988. More information about these principles and Australian privacy law can be found on the Australian Information Commissioner's website www.oaic.gov.au .

What personal information do we collect, store and use and how do we collect this?

The VMA collects personal information from members, persons enquiring or applying for membership, attendees at VMA's various programs and activities (including its annual Congress and the Venue Management School), members of the public, journalists, government agencies and other organisations seeking information or comment, visitors to our website, persons purchasing services from us and from our suppliers.

Much of this information is collected directly from the person concerned, including through emails, telephone calls and our website, apps and mobile devices. We also collect this information from publicly available websites, directories and databases and via Twitter and other social media. In relation to applicants for membership and, members, the information collected will include (where applicable) information about date of birth and employment details.

Unless your contact with us or request for information, does not require us to know who you are, for membership and other services we will need your name and contact details.

Why do we collect this information and what do we use it for?

We only provide others with information that would identify you if it is necessary to provide you with the service or information that you requested, you have agreed to us providing it to them or it is already publicly available information. We may provide your information to third parties who collect, stores and uses this information for the compilation and printing of the Who's Who publication.

What about use of personal information for direct marketing?

Australian privacy law limits the use of personal information for direct marketing of goods and services. We use your personal information to keep you informed about member services, products and publications.

When a person applies for membership of the VMA (which is done via an application for membership), they are provided with an opportunity to decline receiving further information. Where we send you direct marketing material we provide you with a means to advise us that you no longer wish to receive some or all of this material.

If at any time you have a concern about direct marketing material you have received from us or through use by others of our databases, or you wish to change your preferences in relation to receipt of future material, please contact us by emailing us at admin@vma.org.au.

How can VMA members update or amend their information?

VMA members can easily update the information about them by logging in online to the VMA website.

How do we store and protect the information we hold about you?

We store your information at our premises, in electronic systems under our control and with contracted data storage providers. We take appropriate steps to protect the security of the information we hold about you, including protections against unauthorised access, virus or other electronic intrusions, fire, theft or loss. We require our contracted providers to do the same. Our staff are bound by strict requirements regarding the protection of the privacy of the information we collect and hold about you.

We or our contracted data storage providers may use servers, systems and cloud computing providers outside of Australia. Our contracts with them require them to protect the privacy of your information when held on these servers and/or using cloud computing. Our contractors are required to comply with the Australian Privacy laws.

You have a right to see what information we hold about you. Under Australian privacy law, you have rights of access to personal information we hold about you. These rights also include correction of any errors in this information. Should you wish to access this information please contact us. Unless the access you request will require special steps or significant resources, there will be no charge for providing you with this access.

Do you send my information overseas?

In addition to the use from time to time of data storage and cloud providers, we may provide data to overseas bodies. For example, as a member of the VMA you automatically receive reciprocal membership of the International Association of Venue Managers.

We may also license use of information on our databases to overseas based companies and organisations for direct marketing. All entities to whom we license use of this information are required to comply with Australia Privacy laws.

For how long do you keep my personal information?

We generally keep your personal information active for as long as is reasonably required to enable us to meet your needs. We keep membership records and other personal information on file to enable us to undertake statistical and historical analysis and reporting. As part of our data security, we regularly backup and archive our electronic databases.

What if I want more information on how we protect your privacy or I have a complaint?

Please do not hesitate to contact us if you have a concern or issue in relation to how we collect, store, use or disclose your personal information.

If your concern relates to your VMA membership or another VMA function or service please contact us by email to admin@vma.org.au or call or mail us at the following address:

Venue Management Association (Asia and Pacific) Ltd

Postal address: PO Box 2015, Beenleigh Qld 4207

Telephone: +61 (0)7 5575 9185