



AUSTRALIAN  
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CONFERENCE

## **AIDC 2024 REGISTRATION TERMS AND CONDITIONS – PASSES (IN-PERSON + ONLINE)**

By registering for the Australian International Documentary Conference ('AIDC') 2024, you (the 'Delegate') understand and agree that:

### **1. GENERAL**

1.1 By registering for this event you agree to abide by all AIDC 2024 Terms and Conditions. Failure to abide by the Terms and Conditions may result in you being asked to leave the Conference.

1.2 In 2024, AIDC will deliver its program as an in-person 'Conference' with online elements.

1.2.1 The event delivery consists of:

- a) In-person sessions and local marketplace activities running from Sunday 3 – Wednesday 6 March 2024 (AEDT) in Melbourne, Australia at ACMI (formerly the Australian Centre for the Moving Image), plus;
- b) Online international marketplace program, running from Thursday 7 – Friday 8 March 2024 (AEDT), plus;
- c) On-demand catch-up for all open sessions.

(together, the 'Conference')

2. All Delegate passes are non-transferable. It is a condition of attendance that your Delegate pass cannot be used by another person and that you must wear your Delegate pass at all times during the in-person sessions.

3. Cameras and recording devices are not permitted in the sessions without prior permission. Unauthorised recordings and/or distribution of material recorded at the Conference without permission constitutes a breach of copyright and is prohibited.

### **4. CONDITIONS OF ENTRY**

4.1 AIDC has **zero tolerance** for unsafe behaviours, including all forms of harassment, discrimination and bullying based on race, gender, religious belief, disability, sexual orientation or illness. Delegates must not participate in any form of this behaviour. Any Delegate who witnesses this behaviour is encouraged to report it to AIDC event staff. Any Delegate who partakes in any form of this behaviour may be asked to leave their session(s) and/or the Conference in its entirety, and may be refused entry to the Conference if they attempt to return. In the event that a Delegate is asked to leave for breach of this condition of entry, they will not be entitled to a refund.

4.2 Photo ID must be shown at the registration desk when collecting Delegate passes and bags.

4.3 All Delegates must adhere to [ACMI Conditions of Entry](#), including but not limited to proof of vaccination status, if required.

4.4 Attending Delegates must complete any health or other declarations as prescribed by ACMI as required. ACMI or AIDC (as appropriate) in its sole discretion reserves the right to withhold entry from the Conference if a Delegate refuses to provide the necessary information requested.



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4.5 It is a condition of entry that if a Delegate displays, presents or makes otherwise visible or audible, intellectual property of any kind (“**Presented IP**”) as part of any session at the Conference, the Delegate must have obtained any and all necessary rights, permissions and licences to, or is the outright owner of, all the Presented IP, including but not limited to: images, video, music, sound effects, scripts, participant releases, and archival footage.

4.5.1 All Delegates hereby grant the AIDC a perpetual, non-exclusive licence (“**the Licence**”) to use the Presented IP, in whole or in part, for any promotional and/or publicity and/or reporting purposes directly related to AIDC and AIDC’s partners or sponsors (“**AIDC Purposes**”).

4.5.2 All Delegates hereby represent and agree that they will not pursue any copyright claim against the AIDC for the use of the Presented IP for the AIDC Purposes; and that they are not in breach of any licences they hold for the Presented IP by granting the Licence to the AIDC.

4.5.3. Delegates may revoke the Licence by emailing [info@aidc.com.au](mailto:info@aidc.com.au) before the first day of the Conference.

4.5.4. Delegates may also revoke the Licence at any time during or after the Conference, but acknowledge and agree that the AIDC is not under any obligation to reverse any actions already taken for the AIDC Purposes in relation to the Presented IP prior to the revocation of the Licence.

4.6 A Delegate must not attend the Conference, and AIDC and or ACMI has the right to refuse entry, if they:

4.6.1 are showing symptoms of the COVID-19 or any flu like symptoms or feeling otherwise unwell; and/or

4.6.2 have been directed to isolate or quarantine; and/or

4.6.3 have been asked to leave the Conference as a result of a breach of clause 4.1.

(“**Reasons for Refusal**”)

4.7 AIDC reserves the right to refuse a Delegate entry to the Conference if any of the above Reasons for Refusal applies to a Delegate.

4.8 These conditions of entry are subject to change without notice and at the discretion of ACMI and/or AIDC.

## **5. PERMISSION TO USE RECORDINGS OF DELEGATES**

5.1 All registered Delegates grant AIDC permission to use visual and/or sound recordings made during the Conference that may include their image and/or voice, in whole or in part, for AIDC Purposes, in any format and in any place now known or hereafter devised, in perpetuity.

5.2 If Delegates do not wish their image and/or voice to be used for AIDC Purposes, they must notify AIDC of this in writing by Friday 1 March 2024.



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5.3 Any Delegate who fails to notify AIDC of their preference in accordance with clause 5.2 above may provide their notification in writing as soon as practicable and AIDC shall use best efforts to accommodate their preference if possible.

5.4 For the purposes of clause 5.2 and 5.3 above, the notification shall be made by emailing AIDC General Manager Alex Castro at [aidc@aidc.com.au](mailto:aidc@aidc.com.au).

## 6. PRICING

6.1 All prices are in Australian dollars and GST inclusive but exclusive of credit card charges. Charges are 2% of the total purchase price and will be charged upon checkout.

## 7. PASSES

7.1 Delegates may purchase five types of passes that allow in-person and online access to the Conference.

### 1. Business Pass

- In-person entry to the Conference at ACMI from Sunday 3 - Wednesday 6 March 2024 (AEDT)
- Eligibility to participate in in-person and online marketplace meetings and activities including the online international marketplace from Thursday 7 - Friday 8 March 2024 (AEDT)
- In-person entry to all open sessions, masterclasses, and pitches, including the FACTory International Pitching Showcase
- In-person entry to all open networking events and parties
- Access to Delegate to Delegate messaging via the AIDC Event App
- On-demand catch-up of sessions via the AIDC Event App after the final day of the Conference on Wednesday 6 March 2024 (AEDT), available for a period to be determined in AIDC's discretion, currently anticipated to be 30 days.

Note: the pass does not guarantee entry to sessions with limited capacity that require prior booking

### 2. All Access Pass

- In-person entry to the Conference at ACMI from Sunday 3 - Wednesday 6 March 2024 (AEDT)
- Eligibility to participate in in-person and online marketplace meetings and activities including the online international marketplace from Thursday 7 - Friday 8 March 2024 (AEDT)
- In-person entry to all open sessions, masterclasses, and pitches, including the FACTory International Pitching Showcase
- In-person entry to all open networking events and parties
- Access to Delegate to Delegate messaging via the AIDC Event App
- On-demand catch-up of sessions via the AIDC Event App after the final day of the Conference on Wednesday 6 March 2024 (AEDT), available for a period to be determined in AIDC's discretion, currently anticipated to be 30 days.



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Note: the pass does not guarantee entry to sessions with limited capacity that require prior booking

3. Sessions Pass

- In-person entry to the Conference at ACMI from Sunday 3 - Wednesday 6 March 2024 (AEDT)
- In-person entry to all open sessions and masterclasses
- In-person entry to the FACTory International Pitching Showcase
- Access to Delegate to Delegate messaging via the AIDC Event App
- On-demand catch-up of sessions via the AIDC Event App after the final day of the Conference on Wednesday 6 March 2024 (AEDT), available for a period to be determined in AIDC's discretion, currently anticipated to be 30 days.

Note: the pass does not guarantee entry to sessions with limited capacity that require prior booking

4. Day Pass- Sunday

- In-person entry to the Conference at ACMI on Sunday 3 March 2024 (AEDT) only
- In person entry to all open session and masterclasses on Sunday 3 March 2024 (AEDT) only
- Access to Delegate to Delegate messaging via the AIDC Event App
- On demand catch-up of sessions from Sunday 3 March 2024 (AEDT) only via the AIDC Event App after the final day of the Conference on Wednesday 6 March 2024 (AEDT), available for a period to be determined in AIDC's discretion, currently anticipated to be 30 days.

Note: the pass does not guarantee entry to sessions with limited capacity that require prior booking

5. Day Pass- Monday, Tuesday, or Wednesday

- In-person entry to the Conference at ACMI on the day of pass purchase only for either Monday 4, Tuesday 5 or Wednesday 6 March 2024 (AEDT)
- In person entry to all open day's open sessions, masterclasses on day of pass purchase
- Entry to AIDC networking event on the day of pass purchase only
- Access to Delegate to Delegate messaging via the AIDC Event App
- On demand catch-up of sessions from the day of pass purchase only via the AIDC Event App after the final day of the Conference on Wednesday 6 March 2024 (AEDT), available for a period to be determined in AIDC's discretion, currently anticipated to be 30 days.

Note: the pass does not guarantee entry to sessions with limited capacity that require prior booking

**8. USE OF EMAIL AND PERSONAL INFORMATION**

8.1 All registered Delegates hereby agree to have their email address added to the e-newsletter subscription lists. If a Delegate does not wish to be part of the subscription lists, they may opt-out by selecting 'Unsubscribe' in any e-newsletter.

8.2 All registered Delegates attending in person at ACMI from Sunday 3 - Wednesday 6 March 2024 (AEDT) will be directed to create a profile in the AIDC Event App, which allows Delegates to get an overview of the event as well as view who is attending. This is not a requirement of Delegate attendance.



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8.3 All registration details, which includes details such as name, role and organisation, will be published in the AIDC Event App Delegate list and will be made available via the AIDC Event App to other registered Delegates just prior to the event.

8.4 While registering, Delegates can opt out of their contact details being published.

8.5 All registered Delegates who are Australian residents will automatically become members of the Australian International Documentary Conference Ltd. Membership is complementary and does not alter the cost of a Delegate pass. Members are encouraged to familiarise themselves with the AIDC and the details of their membership- available on the [memberships page](#) of the AIDC website. If you do not wish to be a member, please advise: [info@aidc.com.au](mailto:info@aidc.com.au) before the first day of the Conference on Sunday 3 March 2024 (AEDT).

8.6 If at any time during or after the Conference a Delegate wishes to revoke their membership, they may do so by contacting [info@aidc.com.au](mailto:info@aidc.com.au).

## 9. COVID-19 COMPLIANCE

9.1 All Delegates acknowledge that COVID-19 is an extremely contagious virus and the elimination of risk, exposure and infection is not currently possible. The Conference will be conducted in accordance with the Victorian Government's COVID-19 directions and the Delegate agrees to take and comply with all measures imposed by AIDC to mitigate the risks of transmission.

9.2 All Delegates must comply with any and all COVID-19 safety protocols put in place by ACMI or AIDC at the Conference displayed on signage throughout the Conference. This may include, but is not limited to:

- Ensuring compliance with social distancing measures of at least 1.5 metres apart wherever possible (including when queuing);
- Person and density limits for certain areas;
- Complying with all Government health directions, including the wearing of masks;
- Hygiene requirements, including hand sanitation;
- Minimal use of cash, using contactless payments; and
- Other safety requirements as directed by the Victorian government.

9.3 AIDC will continue to monitor and refer to Australian Government and Safe Work Australia websites for up-to-date information and additional resources for preparing the Conference. AIDC reserves the right to update the COVID-19 safety requirements without notice to the Delegates at any time and without notice in accordance with Government direction and mandates.

## 10. COVID-19 RELEASE

10.1 You acknowledge that by attending the Conference, you are at risk of contracting COVID-19 or related illnesses which may result in severe or permanent damage to your health and that:

- You are attending the Conference at your own risk;
- You have evaluated all risks involved with attending the Conference, including but not limited to whether you are immunocompromised;



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- You voluntarily accept and assume the risks and dangers you may encounter at the Conference; and
- You acknowledge full and complete assumptions of the risks.

10.2 By agreeing to these terms and conditions, you agree that you will not sue or claim against AIDC or its officers, employees and agents for any injury, illness, damage, loss or harm, disability or death to you or otherwise, resulting or arising out of or in any way related to preparation for, travel to, attendance at, and participation in the Conference.

### **11. CANCELLATION, REFUND, EXCHANGE AND UPGRADE POLICY**

11.1 Cancellations and refund requests must be received in writing to [info@aidc.com.au](mailto:info@aidc.com.au) before 11:59pm (AEDT) on 31 January 2024. If accepted, a full refund of your registration fee can be provided, less transaction fees and less a cancellation fee of AU\$100. No refunds will be available after 12:00am (AEDT) 1 February, 2024.

11.2 No refunds will be offered if you are refused entry or do not meet the conditions of entry as set out above.

11.3 No refunds will be offered if you do not wish to attend the Conference due to being in a higher risk group or fear of exposure to COVID-19. You will be entitled in these circumstances to exchange your Business Pass, All Access Pass, Sessions Pass or Day Passes for an equivalent Online Pass. You will be refunded the difference between the passes up until 11:59m (AEDT) 31 January 2024 less transaction fees. No refunds will be available after 12:00am (AEDT) 1 February 2024.

11.4 If one of the Reasons for Refusal applies to you, may be eligible to, at AIDC's discretion, exchange your Business Pass, All Access Pass, Sessions Pass, Day Passes for an equivalent Online Pass, less transaction fees. Proof of one of the Reasons for Refusal may be required. You will not be refunded the difference between the passes. Please email [info@aidc.com.au](mailto:info@aidc.com.au) before the beginning of the Conference. Exchanges will not be provided after the Conference has begun.

### **11.5 The following cancellation terms apply in the following circumstances:**

#### **11.5.1 Change of Mind**

No refunds will be provided after 12:00am (AEDT) 1 February 2024 for change of mind.

#### **11.5.2 Fault of Technology**

- The Online International Marketplace will be hosted on an online video meeting platform.
- On demand catch-up of sessions will be hosted on the AIDC Event App after the final day of the Conference on Wednesday 6 March 2024 (AEDT), available for a period to be determined in AIDC's discretion, currently anticipated to be 30 days.



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11.5.2.1 Delegate devices will require an active internet connection and a sufficient data allowance to access these meetings and sessions. It is the Delegate's responsibility to ensure they have these and to pay for any costs incurred from the Delegate's network provider when viewing these sessions.

11.5.2.2 AIDC is not required to refund fees due to technology issues caused by a Delegate using non-supported devices/software, and/or due to connectivity issues, and/or due to device malfunctions on the part of the Delegate.

#### 11.5.3 Government Mandated Lockdown

If the Conference cannot go ahead due to an actual or anticipated Government mandated lockdown, AIDC, at its sole discretion, may switch the Conference to a Virtual Conference and deliver all activity online.

11.5.3.1 AIDC may, at its sole discretion, refund the Conference pass or exchange the pass to the equivalent Online pass. In such case:

- a Business Pass will be converted to an Online Business Pass; and
- an All Access Pass will be converted to an Online All Access Pass; and
- a Sessions Pass will be converted to an Online Sessions Pass; and
- a Day Pass will be converted to an Online Day Pass

11.5.3.2 AIDC will provide pass holders with a refund of the price difference between the two passes, less transaction fees.

11.5.3.3 If a Conference pass is converted to an Online pass, you agree to be bound by the Online pass Terms and Conditions.

11.6 In the event that the Conference cannot go ahead for any reason, including but not limited to by reason of a Government mandated lockdown, you acknowledge that certain speakers and meetings may not be available or may be rescheduled and you waive the right to any change in ticket price.

#### 11.7 Exchanges and Upgrades

11.7.1 Delegates may request an exchange or upgrade of their pass(es) by emailing [info@aidc.com.au](mailto:info@aidc.com.au) on or before Friday 1 March 2024. Any exchange or upgrade will be at AIDC's sole discretion and will incur a service fee of AU\$25 + GST per pass. Delegates whose exchange or upgrade requests are accepted will be issued with new pass(es) on the below conditions:

11.7.2 If AIDC accepts a Delegate's request to upgrade their pass, the Delegate will be charged the price difference between the two passes, along with a service fee of AU\$25 + GST per pass.

11.7.3 If AIDC accepts a Delegate's request to exchange their pass for a cheaper pass, the Delegate will receive a refund of the difference between the price of the pass purchased and the pass exchanged to, and less a service fee of AU\$25 + GST per pass.



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11.7.4 If AIDC accepts a Delegate's request to exchange their pass to a different pass of the same price, the Delegate will be charged a service fee of AU\$25 + GST per pass for the exchange.

## **AIDC 2024 REGISTRATION TERMS AND CONDITIONS – ONLINE PASSES**

By registering for the Australian International Documentary Conference ('AIDC') 2024, you (the 'Delegate') understand and agree that:

### **1. GENERAL**

1.1 By registering for this event you agree to abide by all AIDC 2024 Terms and Conditions. Failure to abide by the Terms and Conditions may result in you being asked to leave the Conference.

1.2 In 2024, AIDC will deliver its program as an in-person event with online elements. Delegates are able to access the 'Online Conference' for online only access to certain programs and activities.

1.2.1 The online offerings will consist of:

1. On-demand catch-up for all open sessions delivered from Sunday 3 - Wednesday 6 March 2024 (AEDT); and
2. Online marketplace activities, available internationally, running from Thursday 7 - Friday 8 March 2024 (AEDT)

(together, the '**Online Conference**')

2. All Delegate passes are non-transferable. It is a condition of attendance that your Delegate pass cannot be used by another person.

3. Cameras and recording devices are not permitted in the sessions without prior permission. Unauthorised recordings and/or distribution of material recorded at the Online Conference without permission constitutes a breach of copyright and is prohibited.

### **4. CONDITIONS OF PARTICIPATION**

4.1 AIDC has **zero tolerance** for unsafe behaviours, including all forms of harassment, discrimination and bullying based on race, gender, religious belief, disability, sexual orientation or illness. Delegates must not participate in any form of this behaviour. Any Delegate who witnesses this behaviour is encouraged to report it to AIDC event staff. Any Delegate who partakes in any form of this behaviour may be asked to leave their session(s) and/or the Conference in its entirety, and may be refused entry to the Conference if they attempt to return. In the event that a Delegate is asked to leave for breach of this condition of entry, they will not be entitled to a refund.

4.2 It is a condition of participation that if a Delegate displays, presents or makes otherwise visible or audible, intellectual property of any kind ("**Presented IP**") as part of any session at the Conference, the Delegate must have obtained any and all necessary rights, permissions and licences to, or is the outright owner of, all the Presented IP, including but not limited to: images, video, music, sound effects, scripts, participant releases, and archival footage.





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4.2.1 All Delegates hereby grant the AIDC a perpetual, non-exclusive licence (“**the Licence**”) to use the Presented IP, in whole or in part, for any promotional and/or publicity and/or reporting purposes directly related to AIDC and AIDC’s partners or sponsors (“**AIDC Purposes**”).

4.2.2 All Delegates hereby represent and agree that they will not pursue any copyright claim against the AIDC for the use of the Presented IP for the AIDC Purposes; and that they are not in breach of any licences they hold for the Presented IP by granting the Licence to the AIDC.

4.2.3 Delegates may revoke the Licence by emailing [info@aidc.com.au](mailto:info@aidc.com.au) before the first day of the Conference.

4.2.4 Delegates may also revoke the Licence at any time during or after the Conference, but acknowledge and agree that the AIDC is not under any obligation to reverse any actions already taken for the AIDC Purposes in relation to the Presented IP prior to the revocation of the Licence.

4.3 A Delegate must not attend the Conference, and AIDC has the right to refuse participation, if they:

4.3.1 have been asked to leave the Conference as a result of a breach of clause 4.1 (unsafe behaviours), which will be determined in AIDC’s sole discretion.

(“**Reason for Refusal**”)

4.4 AIDC reserves the right to refuse a Delegate participation in the Conference if the above Reason for Refusal applies to a Delegate.

4.5 These conditions of entry are subject to change without notice and at the discretion of AIDC.

## **5. PERMISSION TO USE RECORDINGS OF DELEGATES**

5.1 All registered Delegates grant AIDC permission to use visual and/or sound recordings made during the Conference that may include their image and/or voice, in whole or in part, for AIDC Purposes, in any format and in any place now known or hereafter devised, in perpetuity.

5.2 If Delegates do not wish their image and voice to be used for AIDC Purposes, they must notify AIDC of this in writing by Friday 1 March 2024 and they may turn off their camera

5.3 Any Delegate who fails to notify AIDC of their preference in accordance with clause 5.2 above may provide their notification in writing and AIDC shall use best efforts to accommodate their preference if possible.

5.4 For the purposes of clause 5.2 and 5.3 above, the notification shall be made by emailing AIDC General Manager Alex Castro at [aidc@aidc.com.au](mailto:aidc@aidc.com.au)

## **6. PRICING**

6.1 All prices are in Australian dollars and GST inclusive but exclusive of credit card charges. Charges are 2% of the total purchase price and will be charged upon checkout.



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## 7. PASSES

7.1 Delegates may purchase four types of Online passes for the Online Conference:

1. Online Business Pass

- Eligibility to participate in online marketplace meetings and activities
- Eligibility to participate in the online international marketplace from Thursday 7 - Friday 8 March 2024 (AEDT)
- Access to Delegate to Delegate messaging via the AIDC Event App
- On-demand catch-up of AIDC 2024 sessions from Sunday 3 - Wednesday 6 March 2024 (AEDT) via the AIDC Event App after the final day of the Conference on Wednesday 6 March 2024 (AEDT), available for a period to be determined in AIDC's discretion, currently anticipated to be 30 days.

2. Online All Access Pass

- Eligibility to participate in online marketplace meetings and activities
- Eligibility to participate in the online international marketplace from Thursday 7 - Friday 8 March 2024 (AEDT)
- Access to Delegate to Delegate messaging via the AIDC Event App
- On-demand catch-up of AIDC 2024 sessions from Sunday 3 - Wednesday 6 March 2024 (AEDT) via the AIDC Event App after the final day of the Conference on Wednesday 6 March 2024 (AEDT), available for a period to be determined in AIDC's discretion, currently anticipated to be 30 days.

3. Online Sessions Pass

- Access to Delegate to Delegate messaging via the AIDC Event App
- On-demand catch-up of AIDC 2024 open sessions from Sunday 3 March - Wednesday 6 March 2024 (AEDT) via the AIDC Event App after the final day of the Conference on Wednesday 6 March 2024 (AEDT), available for a period to be determined in AIDC's discretion, currently anticipated to be 30 days.

4. Online Day Pass- Sunday

- Access to Delegate to Delegate messaging via the AIDC Event App
- On-demand catch-up of AIDC 2024 open sessions for Sunday 3 March 2024 only via the AIDC Event App after the final day of the Conference on Wednesday 6 March 2024 (AEDT), available for a period to be determined in AIDC's discretion, currently anticipated to be 30 days.

5. Online Day Pass- Monday, Tuesday, or Wednesday

- Access to Delegate to Delegate messaging via the AIDC Event App
- On-demand catch-up of AIDC 2024 open sessions for the day of pass purchase only for either Monday 4, Tuesday 5 or Wednesday 6 March 2024 via the AIDC Event App after the final day



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of the Conference on Wednesday 6 March 2024 (AEDT), available for a period to be determined in AIDC's discretion, currently anticipated to be 30 days.

## **7. USE OF EMAIL AND PERSONAL INFORMATION**

7.1 All registered Delegates will have their email address added to the e-newsletter subscription lists. If a Delegate does not wish to be part of the subscription lists, they may opt-out by selecting 'Unsubscribe' in any e-newsletter.

7.2 All registered Delegates will be directed to create a profile in the AIDC Event App, which allows Delegates to get an overview of the event as well as view who is attending. This is not a requirement of Delegate participation.

7.3 All registration details, which includes details such as name, role and organisation, will be published in the AIDC Event App Delegate list and will be made available via the AIDC Event App to other registered Delegates just prior to the event.

7.3.1 While registering, Delegates can opt out of contact details being published.

7.4 All registered Delegates who are Australian residents will automatically become members of the Australian International Documentary Conference Ltd. Membership is complementary and does not alter the cost of a Delegate pass. Members are encouraged to familiarise themselves with the AIDC and the details of their membership- available on the [memberships page](#) of the AIDC website. If you do not wish to be a member, please advise: [info@aidc.com.au](mailto:info@aidc.com.au) before the first day of the Conference on Sunday 3 March 2024 (AEDT).

7.4.1 If at any time during or after the Conference a Delegate wishes to revoke their membership, they may do so by contacting [info@aidc.com.au](mailto:info@aidc.com.au).

## **8. CANCELLATION, REFUND, EXCHANGE AND UPGRADE POLICY**

8.1 Cancellations and refund requests must be received in writing to [info@aidc.com.au](mailto:info@aidc.com.au) before 11:59pm (AEDT) on 31 January 2024. If accepted, a full refund of your registration fee can be provided, less transaction fees and less a cancellation fee of AU\$100. No refunds will be available after 12:00am (AEDT) 1 February, 2024.

8.2 AIDC may, but is in no way obligated to, provide a refund if you are refused participation in the Conference as a result of a breach of clause 4.3-4.4 ("Reason for Refusal"). However, any refunds provided under this clause will be in AIDC's sole discretion, and all delegates acknowledge that AIDC's decision will be final.

### **8.2 The following cancellation terms apply in the following circumstances:**

#### **8.2.1 Change of Mind**

No refunds will be provided after 12:00am (AEDT) 31 January 2024 for change of mind.

#### **8.2.2 Fault of Technology**



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- The Online International Marketplace will be hosted on an online video meeting platform.
- On demand catch-up of sessions will be hosted on the AIDC Event App after the final day of the Conference on Wednesday 6 March 2024 (AEDT), available for a period to be determined in AIDC's discretion, currently anticipated to be 30 days.

8.2.2.1 Delegates' devices will require an active internet connection and a sufficient data allowance to access these meetings and sessions.

8.2.2.2 It is the Delegate's responsibility to ensure they have these and to pay for any costs incurred from the Delegate's network provider when viewing these sessions. AIDC is not required to refund fees due to technology issues caused by a Delegate using non-supported devices/software, and/or due to connectivity issues and/or device malfunctions on the part of the Delegate.

### 8.3 Exchanges and Upgrades

8.3.1 Delegates may request an exchange or upgrade of their pass(es) by emailing [info@aidc.com.au](mailto:info@aidc.com.au) on or before Friday 1 March 2024. Any exchange or upgrade will be at AIDC's sole discretion and will incur a service fee of AU\$25 + GST per pass. Delegates whose exchange or upgrade requests are accepted will be issued with new pass(es) on the below conditions:

8.3.2 If AIDC accepts a Delegate's request to upgrade their pass, the Delegate will be charged the price difference between the two passes, along with a service fee of AU\$25 + GST per pass.

8.3.3 If AIDC accepts a Delegate's request to exchange their pass for a cheaper pass, the Delegate will receive a refund of the difference between the price of the pass purchased and the pass exchanged to, and less a service fee of AU\$25 + GST per pass.

8.3.4 If AIDC accepts a Delegate's request to exchange their pass to a different pass of the same price, the Delegate will be charged a service fee of AU\$25 + GST per pass for the exchange.