



## **DELEGATE TERMS & CONDITIONS**

The Conference on Railway Excellence (CORE 2021) (the '**Event**') is organised and run by Encanta Event Management (the '**Organiser**'). In registering for this Event, you agree to the following delegate terms and conditions.

Please read these delegate (the '**delegate**', '**participant**', '**you**' or '**your**') terms and conditions carefully as they contain important information. You acknowledge that you have read and agree to be bound by these conditions by submitting your online registration form or attending or participating in the event if you are not required to pre-register.

### **Registration**

To register for the Event, delegates must submit an online registration form and follow any directions set out. Upon successful submission of your registration, a confirmation email of registration and tax invoice will be sent to the email used during the registration process. Please contact Encanta Event Management on +61 8 9389 1488 if you do not receive a confirmation email.

If a person is registering on behalf of a delegate/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 delegate. Responsibility also includes providing full details of the delegate's/s' registration details as confirmed.

Where *Early Bird Registration* rates are available, these must be booked and paid in full prior to the early bird closing date. Any unpaid early bird registrations will revert to standard registration fees after the closing date.

The Organisers cannot guarantee the availability of social function/s ticket/s to delegates who register late (inside 6 weeks before the start of the Event) as there is a possibility the social program may be fully subscribed.

Acceptance of registration is at our discretion and the Organiser reserves the right to decline any registration application. A refund will be provided for any declined registration forms.

Any changes to your registration or transfer to another delegate, must be emailed to [core@encanta.com.au](mailto:core@encanta.com.au).

### **Payment**

Payment in full must be received at the time of registration or no later than 7 days from the invoice date. In the event the full payment is not received before the deadline indicated, the delegate may be refused entry to the Event. Non-payment will not be considered as a cancellation. A formal cancellation by email is required to be submitted to the Organiser or you will be liable as per the cancellation policy for the event.

Payment can be made by credit card, Visa, MasterCard or American Express and may incur credit card surcharges. Electronic Fund Transfer (EFT) is available in advance of the Event with bank details displayed on all invoices issued. All fees stated are in Australian dollars and include GST unless otherwise stated.

### **Event Changes**

The Organiser reserves the right to make alterations to the Event programme, venue, and timings at any time. In the event of it being found necessary, for whatever reason, that the Event is being



postponed or the dates being changed, the Organisers shall not be liable for any expenditure, damage or loss incurred by the delegate. If by re-arrangement or postponement the event can take place, the booking between the delegate and the Organisers shall remain in force and will be subject to the cancellation schedule below.

### **Cancellation Policy**

Notice of cancellation and requests for a refund, by individuals or groups, must be received in writing by email to Encanta Event Management, [core@encanta.com.au](mailto:core@encanta.com.au)

The date of the email receipt will be the basis for considering refunds. Refunds will be made after the event less an administration fee of \$150.00 per person.

The following cancellation charges apply:

- 60 days prior to the Event: Full Refund less administration fee.
  - between 30 to 59 days prior to the Event: 75% refund less administration fee.
  - 29 days prior to the Event: No refund.
- (Application for refund will be considered under exceptional circumstances)*

No refund will be granted for failure to attend/no show.

As an alternative to cancellation, your registration, and additional items, such as workshops, tours, social events, partner programs etc, may be transferred to another delegate without penalty.

In the unlikely event of the programme being cancelled by the Organiser, a full refund will be made, less administration fee. Liability will be limited to the amount of the fee paid by the delegate and there will not be any additional liability to the Organiser, event hosts or any other individual associated with the event organisation. We shall not be liable to you for travel, accommodation or other costs and expenses incurred if we are required to cancel or relocate the event.

### **Force Majeure**

The Organiser will not be liable (except as required by law) for any loss, damage, injury, costs, or expenses in relation to:

- events which are beyond the control of the Organiser including but not limited to acts of God, pandemic, epidemic or other widespread illness, blackouts, fire, explosion, flood, earthquakes, war, national emergency, military unrest, acts of terrorism, protests, riot, civil commotion, industrial action, lockouts, strikes or other labour disputes.
- Acts or omissions of an independent contractor or other party outside of the Organiser's control who supplies products or services in connection with the Event.
- Unknown or unforeseen defects in any venue, vehicle, device, or material used in connection with the Event.

### **Accommodation Terms and Conditions**

To book accommodation, please complete the accommodation section on the online registration form. The rates quoted are per room per night and are inclusive of GST and apply to single, twin, or double occupancy only. Breakfast is not included in the rate unless otherwise stated.

Accommodation payment requirements are detailed on the online registration form. Credit card details provided will be secured and forward to the hotel by the Organiser, if applicable. Any additional hotel charges incurred during your stay are to be settled directly with the hotel upon check-out unless an alternate arrangement has been made prior to arrival.



All accommodation bookings are covered by the relevant hotel's own terms and conditions which are available on the Event website. Policies listed on the Individual hotel website may not apply to bookings may with the Organiser as the rates are contracted at a group rate.

Most hotels allow you to check-in from 2pm and check-out from 10am the next morning. If you wish to check-in earlier or check-out later please notify the Organiser, additional charges will apply. If you will be arriving late (after 6pm), please advise the Organiser to avoid your room being released by the hotel.

### **Visa Requirement**

It is the sole responsibility of the attendee to take care of his/her visa requirements. Attendees who require an entry visa must allow sufficient time for the application procedure. Attendees should contact the nearest embassy or consulate to determine the appropriate timing of their visa applications.

### **Photography & Filming**

For promotional purposes, photos and video recordings will be taken during the event.

### **Insurance**

Registration fees do not include insurance. All participants are advised to procure their own insurance to cover all risks including (but not limited to) costs of travel, accommodation, registration and ticket fees, personal property, health and medical expenses, injury, death, and all other risks. The event, host organisation and organisers will not be held liable for any claims under any circumstances.

### **Indemnity**

In the event of industrial disruption or other unforeseen circumstances, the Host, Organising Committee, and the Organiser accept no responsibility for loss of monies incurred by delay or cancellation.

### **Liability**

Views expressed by speakers, sponsors and/or exhibitors are their own. The Organisers, Host and Organising Committee cannot accept liability for any advice given, or views expressed, by any speaker, sponsor and/or exhibitor at the event or in any material provided to delegates. In addition, the Organiser shall not be responsible or liable for any direct or indirect loss or damage of any sort incurred as the result of the services or information provided in connection with the event.

### **Privacy**

The Organiser operates a strict privacy policy and is committed to protecting the privacy of its delegates.

During the registration process, the Organiser will gather and record personal information necessary for your attendance. All personal information is gathered, stored, and disseminated in accordance with the National Privacy Principles (NPPs) as set out in the Privacy Act 1988 (as amended).

### **General**

We reserve the right at all time to change, amend, add, or remove any of the above terms without prior notice. If one or more of the conditions outlined in these Delegate Terms & Conditions should be or become invalid, the remaining conditions will continue to be valid and apply. These Delegate Terms & Conditions apply to all participants of this Event, including speakers, sponsors, and exhibitors.