

**1-6 JUNE 2024**

**International Convention & Exhibition Centre Sydney**



# Terms and conditions

## Registration

- Early bird registrations will be accepted until 16 January 2024 at midnight AEST.
  - Should your registration remain unpaid until 30 January 2024 registrations will be upgraded to the standard rate.
- As of 17 January 2024, the standard rate applies for every new registration

## Payment Conditions

- All payments are to be made in AUD. Please indicate the event “ISPRM 2024”, the participant’s name, and the invoice number on all payments.
- Payment is due on receipt of the invoice. If payment is not provided on time, your registration may be cancelled.
- Full payment of all items is requested when registering (by credit card or by bank transfer).
- From 22 April 2024, only payments by credit card will be accepted.
- All costs are to be borne by the ordering customer. Please note that payments made by bank transfer could be subject to fees payable to your local bank.
- All payments are to be made in Australian Dollars (AUD)
- Payment by personal cheque is not accepted.

## GST (Goods & Services Tax)

Registration fees include 10% GST. Tax invoices issued will indicate the total GST included in the transaction.

## Methods of payment

- Credit card: only MasterCard and Visa are accepted.
- Bank transfer – please make your payment to:
  - EFT payments
  - Bank: National Australia Bank
  - Bank account name: MCI Australia Pty Ltd
  - BSB: 084 255
  - Account number: 41 194 7741



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- SWIFT code: NATAAU3302S
- Please indicate your name and reference number for the purpose of payment.

## Modifications and Cancellations

All delegate cancellations must be received in writing and sent to the ISPRM 2024 registration team at [contact@isprmsydney2024.com](mailto:contact@isprmsydney2024.com)

- All cancellations must be communicated in writing (email) to MCI Australia. Deposits will be refunded, less AUD \$250 for administrative costs, only for cancellations received before 1 March 2024, and no refunds will be possible after this date.

**Refunds will be made after the event according to your payment method.**

Any registration modification requests must be received in writing and sent to MCI Australia at [contact@isprmsydney2024.com](mailto:contact@isprmsydney2024.com)

## Transfer of registration

As an alternative to cancellation, your registration may be transferred to another member of your organisation. Registration transfers must be sent in writing to the ISPRM 2024 registration team at [contact@isprmsydney2024.com](mailto:contact@isprmsydney2024.com)

## Postponed Event policy

In the event the conference is postponed, existing paid registrations will automatically be transferred to the new conference dates. For existing paid registrations, you will receive a communication confirming the successful transfer of your registration. If you do not wish to proceed, notification in writing will be required no more than 30 days from the announcement date to receive a 100% refund. After this date, the standard cancellation policy will be applied.

## Cancelled Event Policy

A 100% refund is applicable in the event of conference cancellation (excluding fees and bank charges).

## Force Majeure

The ISPRM 2024 convenors, the hotels, and MCI are not responsible for either the partial or total non-execution of the contract in the event of technology failure, accident, an act caused



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by a third party, such as Acts of God including, without limitation, credible threats of natural disaster in the geographic vicinity, war, curtailment or interruption of transportation facilities, threats or acts of terrorism or similar acts, governmental travel advisory, a governmental elevation of the terrorism alert level, civil disturbance, the issue of a Travel Warning by the World Health Organisation or any other cause comparable events or disaster beyond the parties' control which prevents the platform from accommodating the clients of MCI for the event or if for the same reasons the event is cancelled by MCI.

## Social Functions

- The conference reserves the right to cancel or vary social functions if minimum numbers are not reached.
- Due to commitments to catering, we cannot refund social functions and additional ticket cancellations less than 60 days prior to the event.

## Accommodation and travel

Please refer to the hotel's individual cancellation policy to ensure you are aware of cancellation penalties that may be applicable at your chosen hotel. Accommodation cannot be confirmed without a valid credit card. Payment will be processed by the booked hotel 30 days prior to check-in.

Cancellations in whole or part may incur a penalty at the hotel's discretion.

## Closure of a hotel

Should hotels promoted by the ISPRM 2024 close prior to the conference, MCI (event organisers) will assist to seek any pre-payment made by a delegate direct to the hotel and offer alternative options to the delegate. As the contract is directly between the hotel and the delegate, no guarantee can be provided by MCI for any compensation MCI will not be financially liable for any financial loss.

When booking a hotel, be aware of the terms and Conditions of the Hotel you are entering into an agreement with.

## Restrictions to travel

MCI recommends ensuring travel to the state of New South Wales, Australia is permitted. In the event Domestic or International restrictions apply, MCI will not cover any expenses related to restrictions to travel to Sydney, Australia during the ISPRM 2024.

## Insurance and Liability

It is recommended that participants obtain adequate coverage for travel, health, and accident insurance before they depart for the conference. The hotel and MCI as organisers cannot



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accept responsibility for personal injuries, or loss of, or damage to, private property belonging to the conference participants and accompanying persons.

## Data Privacy Policy

For further information on how your data will be used, we invite you to carefully read the Data Protection and Privacy Policy: <https://www.mci-group.com/privacy-statement>

## Privacy Statement

- The provided name and contact information, including electronic address, may be used by parties directly related to the event such as the organisers and approved stakeholders, for relevant purposes such as promotion, networking, and administration of this, and future events of this type. If you do not consent, please email [contact@isprmsydney2024.com](mailto:contact@isprmsydney2024.com)
- In addition, your name, organization, and country/state of origin may be published on the delegate list which may be provided to delegates, exhibitors, and sponsors at the conference. If you do not wish your details to be included in this list, please email [contact@isprmsydney2024.com](mailto:contact@isprmsydney2024.com)

## Email Communication

- By providing your email address, you consent to be contacted by this method in relation to this event and future events of this type.
- If you do not wish your details to be used for any of the above purposes, please email [contact@isprmsydney2024.com](mailto:contact@isprmsydney2024.com)

## Release and waiver of liability

The ISPRM 2024 convenors, the hotels, and MCI are not responsible for either the partial or total non-execution of the contract in the event of a technical fault, accident, natural disaster (either threatened or actual), in war, curtailment or interruption of transportation facilities, threats or acts of terrorism, governmental travel or terrorism advisory, Strikes, Lockout, civil disturbance, the issue of a Travel Warning by the World Health Organisation or any other cause beyond the parties' control which prevents access to the platform for the event, or if for the same reasons the event is cancelled by MCI. The Organisers may at their entire discretion repay the delegate fee paid by the participant, or part thereof, but shall be under no obligation to repay the whole or part of such delegate fee, and shall be under no liability to the participant in respect of any actions, claims, losses (including consequential losses), costs or expenses whatsoever which may be brought against or suffered or incurred by the participant, as the result of the happening of any such event.



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## Photography/Videography disclosure

As a registered participant, you agree to grant permission for ISPRM 2024 convenors and MCI to use your likeness in a photograph or video in any and all of its publications and presentations, including website entries, without payment or any other consideration; to authorise ISPRM 2024 and MCI to edit, alter, copy, exhibit, publish or distribute the photograph or video for purposes of publicising ISPRM 2024 convenors programs or for any other lawful purpose; to waive the right to inspect or approve the finished product, including written or electronic copy, wherein your likeness appears, that these materials will become the property of ISPRM 2024 convenors and MCI.