

Professionals Group Australia

Event Terms & Conditions

These Terms & Conditions apply to all delegates registering for or attending any Professionals Group Australia event ("Event"). By completing registration, you acknowledge that you have read, understood, and agree to be bound by these Terms & Conditions.

Where a delegate is a Licensee of Professionals Group Australia Limited, or an employee of a Licensee, attendance at the Event is also subject to that Licensee's License Agreement and the current Professionals Group Policy. These Terms & Conditions are intended to operate alongside, and not in substitution for, those obligations. References to specific clauses of the Group Policy in these Terms are provided for guidance only and are not intended to limit the broader application of the Group Policy.

1. IMAGE, AUDIO & VIDEO RELEASE

By attending the Event, delegates acknowledge that Professionals Group Australia and its officers, employees, agents, subcontractors, and volunteers ("Personnel") may capture photographs, audio, or video recordings containing your image, voice, or likeness ("Recordings"); grant Professionals Group Australia an irrevocable, perpetual, worldwide, royalty-free license to use, reproduce, modify, publish, broadcast, or distribute any Recordings or other content you provide ("Content") for promotional, educational, research, news, multimedia, or other business purposes; acknowledge that Professionals Group Australia owns all intellectual property rights in the Recordings and waive any moral rights you may have in them; acknowledge that no compensation is payable for the use of any Recordings or Content; and release Professionals Group Australia from all liability arising from the use of such Recordings or Content. Delegates who do not consent must notify Professionals in writing at events@professionals.com.au prior to the Event. While reasonable efforts will be made, Professionals cannot guarantee exclusion from wide-angle or crowd photography. Where Recordings or Content are used by, or made available to, Licensees for marketing or promotional purposes, such use must comply with Group Policy clause 9 (Branding), including the current Professionals Style Guide.

2. PRIVACY, DATA COLLECTION & INFORMATION SHARING

Professionals Group Australia collects personal information for the purpose of administering and delivering the Event. Personal information will be handled in accordance with our Privacy Policy: <https://professionals.com.au/content/privacypolicy>. Delegates acknowledge that information provided during registration may be shared with Event sponsors, exhibitors, designers, printers, venues, accommodation providers, and other relevant third parties for Event-related purposes; third parties receiving delegate information are expected to comply with applicable privacy laws; and delegates may receive marketing communications from Professionals or Event partners unless they opt out. To opt out, contact events@professionals.com.au.

3. SPECIAL DIETARY, ACCESSIBILITY & PHYSICAL REQUIREMENTS

Special dietary, accessibility, or physical requirements must be submitted before the Event registration closing date; will be accommodated where reasonably possible; and cannot be guaranteed if submitted late or where venue limitations apply. Delegates are responsible for ensuring the accuracy of their requirements.

4. DELEGATE CONDUCT

Delegates must behave respectfully and safely at all times. Professionals may remove any delegate who engages in harassment, discrimination, abusive behaviour, intoxication, unsafe conduct, unauthorised solicitation, promotion or selling activity (including unauthorised distribution of marketing materials, ambush marketing, or recruitment of other delegates), or any behaviour that disrupts the Event or endangers others. No refund will be provided where removal is due to misconduct. Delegates who are Licensees, or employees of Licensees, of Professionals Group Australia Limited remain bound by their obligations under the Group Policy at all times during the Event, including (without limitation) the Conduct provisions (Group Policy clause 2) and the Code of Ethics (Group Policy clause 10). Any conduct at the Event that constitutes a breach of the Group Policy may be addressed by the Licensor in accordance with Group Policy clause 15 (Group Policy Breach & Dispute Resolution), in addition to any action taken under these Terms.

5. TICKET TRANSFERS & SUBSTITUTIONS

Unless otherwise stated, delegate substitutions must be notified at least 14 days before the Event and may be considered after that point at Professionals' own reasonable discretion (including in the case of late illness); substitutions must be requested in writing; administrative fees may apply; and Professionals may refuse substitutions at its discretion. Tickets may not be resold or transferred for commercial gain.

6. EVENT CHANGES

Professionals may change the Event program, speakers, venue, schedule, or format; transition the Event to a virtual or hybrid format; or make operational adjustments required for safety or compliance. Changes do not entitle delegates to a refund. This clause does not limit any right to a refund or remedy under the Australian Consumer Law.

7. CANCELLATION, REFUNDS, PAYMENT OBLIGATIONS & AUSTRALIAN CONSUMER LAW

7.1 Cancellation by Professionals: If Professionals cancels the Event (including due to natural disaster, venue failure, government restrictions, or other force majeure events), delegates will receive a full refund of registration fees. Professionals is not responsible for travel, accommodation, or other costs incurred by the Delegate.

7.2 Delegate-Initiated Cancellation: Unless required by law, no refunds are provided where a delegate cancels for change of mind or personal circumstance. Where a delegate is unable to attend due to illness or other unforeseen circumstances, the delegate must nominate a substitute attendee in accordance with clause 5. Any refund outside these circumstances is at

Professionals' reasonable discretion and may be subject to administrative fees and any non-recoverable costs already incurred by Professionals.

7.3 Australian Consumer Law: Nothing in these Terms limits your rights under the Australian Consumer Law (ACL). Where a major failure occurs, remedies will be provided in accordance with the ACL.

7.4 Payment Obligation: By completing registration for the Event, the delegate acknowledges and agrees that they have entered into a binding commitment to pay the full registration fee. All amounts owing are due and payable at the time of registration and remain payable in full irrespective of non-attendance, cancellation, or any change in the delegate's circumstances, except as required under the Australian Consumer Law.

8. LIABILITY & INDEMNITY

Delegates acknowledge that attendance is at their own risk. Delegates are encouraged to obtain their own insurance covering travel, accommodation, health, and personal property. To the extent permitted by law, Professionals and its Personnel are not liable for loss, damage, injury, illness, or death arising from attendance at the Event; travel to or from the Event; or consequential or economic loss. Delegates indemnify Professionals against losses arising from breach of these Terms; negligent or wrongful acts; or damage caused by the delegate. Nothing in this clause excludes liability for death or personal injury caused by negligence, fraud, or any liability that cannot be excluded by law.

9. HEALTH, SAFETY & COMMUNICABLE DISEASES (INCLUDING COVID-19)

Delegates must comply with all health and safety requirements imposed by Professionals, the venue, or government authorities. Delegates acknowledge that any in-person gathering carries an inherent risk of exposure to communicable diseases (including, for example, COVID-19); that Professionals cannot guarantee a disease-free environment; that attendance is at the delegate's own risk; and that they must not attend if unwell, symptomatic, or required to isolate. Professionals may refuse entry or remove delegates who fail to comply with health requirements. Delegates release and indemnify Professionals from liability arising from contraction or transmission of communicable diseases, except where prohibited by law.

10. INTELLECTUAL PROPERTY

All Event materials, presentations, recordings, and content remain the property of Professionals or the relevant speakers. Delegates may not record sessions without the prior written consent of Professionals and the relevant speaker; reproduce or distribute Event materials; or use Event content for commercial purposes. For the avoidance of doubt, all Professionals trademarks, logos, branding, business names and domain names referenced or displayed at the Event remain the intellectual property of the Licensor (and/or Professionals Global Limited) and may only be used by Licensees in accordance with their License Agreement and Group Policy clause 9 (Branding). Licensees must not reproduce, advertise or otherwise disseminate Group statistical information

disclosed at the Event without the prior permission of the Licensor, in accordance with Group Policy clause 9(f).

11. MINORS

Unless expressly permitted in writing by Professionals, the Event is intended for adults. Where a person under 18 years of age is permitted to attend, they must be accompanied and supervised at all times by a parent, legal guardian or another responsible adult delegate, who accepts full responsibility for the minor's conduct, safety and compliance with these Terms. Professionals may require a separate written acknowledgement and indemnity to be signed by the responsible adult before the minor is granted access to the Event.

12. FORCE MAJEURE

Professionals is not liable for failure to perform obligations where caused by events beyond its reasonable control, including natural disasters, government restrictions, pandemics, strikes, power outages, venue failure, or acts of terrorism.

13. GENERAL

Professionals may withdraw a delegate's right to participate at any time. A full refund of registration fees will be provided where withdrawal is not due to misconduct. If any provision is invalid or unenforceable, it will be severed without affecting the remaining Terms.

Professionals may amend these Terms at any time before registration opens. After a delegate has registered, any amendment that materially affects the delegate's rights or obligations will be notified to the delegate and will apply prospectively only. These Terms are governed by the laws of Queensland, Australia. Delegates submit to the non-exclusive jurisdiction of Queensland courts. The English version of these Terms prevails in the event of any inconsistency. These Terms operate in addition to, and do not replace, any obligations a Licensee (or employee of a Licensee) owes to the Licensor under their License Agreement or the Group Policy. Any dispute between Licensees, or between a Licensee and the Licensor, arising in connection with the Event will be dealt with in accordance with Group Policy clause 15 (Group Policy Breach & Dispute Resolution) and, where applicable, the Dispute Resolution clause of the current License Agreement. To the extent of any inconsistency between these Terms and the Group Policy in respect of a Licensee's conduct or obligations, the Group Policy prevails.