Event Terms and Conditions:

These Event Terms (Terms) govern your purchase of tickets for, and attendance at, events held by Australian Loyalty Association (Global Loyalty Pty Ltd). It is your responsibility to review these Terms prior to the purchase of tickets.

By purchasing tickets you agree to be bound by these Terms. We reserve the right to amend these Terms at any time, and will provide the most recent version of them on our website. Throughout these Terms, the terms "Australian Loyalty Association", "ALA", "we", "us" and "our" refer to Australian Loyalty Association and its associated entities, and "you" refers to the individual or business purchasing tickets or attending events.

Event Booking and Ticket Purchase

1.1. A list of upcoming events, and ticket and table prices are available on our website. 1.2. Australian Loyalty Association Advisory Board, Sponsors and VIPs may access discounted ticket and table prices at the discretion of the Advisory Board. Early bird ticket discounts are available as advertised on the website.

1.3. In addition to the ticket or table price, you must pay GST and any booking, handling, credit card surcharge or postage fees specified on our website.

1.4. Ticket prices are subject to change, and Australian Loyalty Association will use best endeavours to inform you if there is a change.

1.5. You may make a booking and/or purchase a ticket for an event:

1.5.1. online via our website; or 1.5.2. via our chosen booking portal.

1.6. Your booking is confirmed when you receive an email notification and receipt, except in circumstances where your ticket is refunded by ALA and ALA does their best to inform you via the contact details received. We will maintain a list of confirmed and paid for attendees for each event, and you may gain entrance to the event by presenting identification, an electronic ticket or your email receipt.

1.7. All additional expenses incurred by the delegate outside of the conference program are to be covered by the delegate, e.g. room incidentals, additional food and beverages outside of the provided meals, touring, activities, any additional accommodation required, upgrades and phone calls.

1.8 The Glasshouse has specified that they can only provide alternative menu options in these categories: vegetarian, vegan, gluten free/coeliac, dairy free/lactose free and nut free. Should your dietary requirements fall outside of any of these, please contact the event organisers. The Big Group cannot guarantee an allergen free environment in our kitchens and the products we supply. Gluten, peanuts, tree nuts, eggs, milk, wheat, fish, shellfish, and other potential allergens may be present in the food and beverages we supply

1.9 InterContiential Sydney has specified that they can only provide alternative menu options in these categories: vegetarian, gluten free, vegan or dairy free meal. Should your dietary requirements fall outside of any of these, please contact the event organisers. InterContiential Sydney cannot guarantee an allergen free environment in our kitchens and the products we supply. Gluten, peanuts, tree nuts, eggs, milk, wheat, fish, shellfish, and other potential allergens may be present in the food and beverages we supply

2. Refunds, Credits and Transfers

2.1. All ticket sales and table bookings are final. No exchange, credit or refund will be given except in some circumstances in the case of a cancelled or rescheduled event (see section 3). For clarification, you are not entitled to a refund if: 2.1.1. you did not enjoy the event; or you are no longer able to attend the event; or you arrived late or are refused entry for any reason.

2.2. A ticket or table booking is transferrable to another person on the following conditions:
2.2.1. a request is submitted in writing to events@australianloyaltyassociation.com containing the replacement guest name, title, business name, mobile number, email address and any dietary requirements.
2.2.2. the request is submitted at least 48 hours prior to the event. Australian Loyalty Association reserves the right to refuse entry if a replacement guest arrives at the event without the ticket being transferred via this procedure.

3. Event Cancellation or Postponement

3.1. Sometimes events are cancelled, varied or postponed due to a variety of situations. In the event that ALA cancels an event, for any reason beyond the reasonable control of ALA, the cost paid by the attendee will be credited to a future ALA event. This credit will be valid for up to 1 year from the date of cancellation of the original event and if the attendee does not utilise all or any of the credit provided within one year then such unused credit will be forfeited.

In the event of it being found necessary, for whatever reason, that the conference is being postponed or the dates being changed, the organisers shall not be liable for any expenditure, damage or loss incurred by the delegate.

We will use reasonable endeavours to notify ticket holders of a cancellation, variation, or postponement by sending an email to all ticket holders and putting a notice on our website; however, the responsibility to ascertain whether an event has been cancelled, varied or postponed is yours. We do not guarantee that ticket holders will be informed of a cancellation, variation, or postponement before the date of the event.

4. Event Conduct

4.1. You are expected to behave in a professional and appropriate manner at all events. We reserve the right to refuse entry or require you to leave if your behaviour is deemed unacceptable.
4.2. You acknowledge that cameras, audio and video recorders are not permitted at all Australian Loyalty Association events. Australian Loyalty Association (ALA) will advise at the commencement of each event should an exception be made.
4.3 No articles or likenesses of our speakers are allowed to be published without the express consent of the ALA.
4.4. Australian Loyalty Association films and photographs every event. By attending the event you consent to being filmed or photographed by Australian Loyalty Association (or its representatives) and to Australian Loyalty Association using your name, likeness, image and/or voice in such photographs or films for the purpose of promoting our events, services and

products. No remuneration is payable for such use. If you do not wish your name, likeness, image and/or voice to be used please let us know in advance.
4.5 1.8 No press passes will be allocated for this event. No recordings are to conducted without the express permission of the event management. All articles published subsequent to this event need prior approval before publication.

5. Limitation of Liability

5.1. To the extent permitted by law, we exclude all conditions and warranties relating to your purchase of tickets for and attendance at events. 5.2. Where our liability cannot be excluded, such as in relation to Consumer Guarantees under the Australian Consumer Law or other prescribed terms under legislation, our liability for breach is limited to the face value of the ticket purchased by you, plus any relevant booking and delivery fees.

6. Miscellaneous

6.1. These Terms shall in respects be governed by the laws of Victoria or New South Wales, dependent on where the event is held. You submit to the exclusive jurisdiction of the courts in Victoria or New South Wales to determine any matter or dispute which arises under these Terms. 6.2. If any provision of these Terms is deemed invalid or unenforceable, all or part of that provision will be severed from the Terms and will not affect the enforceability of the remaining provisions of the Terms. 6.3. No waiver of any term shall be deemed a further or continuing waiver of such term or any other term. Any failure to assert any right under the Terms shall not constitute a waiver of such right. 6.4. These Terms constitute the entire agreement between Australian Loyalty Association and you in relation to the Events.

7. Speakers

Views expressed by speakers are their own. Australian Loyalty Association cannot accept liability for advice given, or views expressed, by any speaker at the conference or in any material provided to delegates. Australian Loyalty Association reserves the right to make alterations to the conference program, speakers, venue and timings. Details of speakers and topics are correct at the time of going to press. However, circumstances beyond the control of Australian Loyalty Association may necessitate substitutions of speakers and topics for which Australian Loyalty Association cannot be held responsible. Any changes to the program will be noted on our website www.australianloyaltyassociation.com and you should check regularly for updates.

8. Limitation of Liability

Certain laws imply terms, conditions and warranties (prescribed terms) into contracts for the supply of goods and services and prohibit the exclusion, restriction or modification of such terms, conditions and warranties. The liability of Australian Loyalty Association in respect of a breach of a prescribed term or any warranty made under these terms of sale is limited, to the extent permissible by law and at the option of Australian Loyalty Association to:
• In the case of services, the supply of the services again; or the payment of the cost of having the services supplied again; and • In the case of goods, the replacement of goods or the supply

of equivalent goods; the repair of goods; the payment of the cost of replacing the goods or acquiring equivalent goods; or the payment of the cost of having the goods repaired.

9. Miscellaneous

Unless the terms and warranties are included in these Terms of Sale, all prior discussions, quotations, warranties and Prescribed Terms, to the extent permitted by law, are excluded and Australian Loyalty Association will not be liable for any loss or damage or for consequential loss or damage of any kind arising out of the supply or failure to supply of goods or services, or arising out of Australian Association's negligence or in any way whatsoever.

These Terms of Sale are to be construed in accordance with the laws from time to time in the state of Victoria and New South Wales, and the parties submit to the non-exclusive jurisdiction of the courts of Victoria. These Terms of Sale contain all of the terms and conditions of the contract between the parties and may only be varied by agreement in writing between the parties. Any conditions found to be void, unenforceable or illegal may, to that extent, be severed from the agreement. No waiver of any of these Terms of Sale or failure to exercise a right or remedy by Australian Loyalty Association will be considered to imply or constitute a further waiver by Australian Loyalty Association of the same or any other term, condition, right or remedy.

By registering for this event you agree to receive marketing communications from Australian Loyalty Association. Please email us at events@australianloyaltyassociation.com should you wish to opt out from these marketing communications. If you opt in to marketing communications from our sponsors the sponsors have the right to contact you.