

STEP South Australia 2023 TRUSTS SYMPOSIUM



TERMS & CONDITIONS OF REGISTRATION

1. Refunds Terms

1.1 Subject to requests made under the below terms and conditions:

- (a) STEP South Australia will only offer a refund of a ticket (less transaction fees) if the claim is made prior to 10 February 2023 or to the extent otherwise required by law (including the Australian Consumer Law). You must apply for a refund prior to 10 February 2023. STEP South Australia does not offer refunds as a result of a change in your personal circumstances;
- (b) You should carefully consider the refund and cancellation policies of travel, accommodation and other goods or service providers when making arrangements for attendance at an event. You may also wish to consider taking out a relevant insurance policy to cover for any losses in the event of cancellation, rescheduling or relocation;
- (c) In most cases, refunds will be automatically processed to the credit card originally used for purchase;
- (d) If significant travel restrictions make it impractical or impossible for delegates to travel to South Australia or Adelaide no refund will be available; however STEP South Australia will make available, the presentations by alternative means.

2. COVID-19 Refunds for Cancelled Event Terms

2.1 Subject to requests made under the below terms and conditions:

- (a) If the event is cancelled, rescheduled or significantly relocated by STEP South Australia, all liability is limited to the amount for which the ticket was purchased (including any fees or charges). Proof of purchase may be required for any refunds. Unless required by law (including the Australian Consumer Law), STEP South Australia will not be liable for any other losses incurred by you as a result of the cancellation, rescheduling or relocation of an event, including any travel and accommodation expenses;
- (b) You should carefully consider the refund and cancellation policies of travel, accommodation and other goods or service providers when making arrangements for attendance at an event. You may also wish to consider taking out a relevant insurance policy to cover for any losses in the event of cancellation, rescheduling or relocation;
- (c) In most cases, refunds will be automatically processed to the credit card originally used for purchase.

3. Ticket Transfers Terms

3.1 Subject to requests made under the below terms and conditions:

- (a) Requests for ticket transfers must be made by 24 February 2023. Ticket transfers will not be available past the date specified.
- (b) A transfer of your ticket to another person is only available to the same ticket type. i.e. a STEP Member Ticket can be transferred to another STEP member.

4. Photography and Filming Terms

4.1 Subject to requests made under the below terms and conditions:

- (a) By entering the event premises delegates give their permission to be photographed or recorded by the official photographer and/or videographer attending the STEP South Australia Trusts Symposium 2023.
- (b) Each delegate consents to his or her image or images and/or video being reproduced for subsequent use as STEP South Australia sees fit, including, but not limited to, social media platforms.

5. Code of Conduct

5.1 Refer to [STEP Australia's Code of Conduct](#).