

## **CANCELLATION AND REFUND TERMS**

The 2020 WACOSS Conference, initially scheduled for 5-7 May 2020 and then rescheduled to 26-28 October 2020, has been rescheduled a second time to take place on 22-24 February 2021.

Any registrations made for the previously scheduled Conference dates of 5-7 May and 26-28 October 2020 will be automatically transferred to the rescheduled Conference dates of 22-24 February 2021. If you have made such a reservation and wish to cancel it rather than have it transferred to the rescheduled dates, please contact Event and Conference Co. via [wacoss@eventandconferenceco.com.au](mailto:wacoss@eventandconferenceco.com.au) to arrange a full refund.

Refunds are available for all tickets up to 31+ days prior to the Conference date of 22 February 2021 (i.e. until and including Friday 22 January 2021).

All tickets were reduced by 30% on 24 September 2020. Tickets purchased on or after 24 September 2020 at the reduced amount will not be reduced further in the event of an inevitable moving of the conference to an online format should circumstances require.

Cancellation is not permitted within 30 days of the Conference date.

Name changes are permitted. Please notify [wacoss@eventandconferenceco.com.au](mailto:wacoss@eventandconferenceco.com.au) of any name changes.

## **FORCE MAJEURE**

WACOSS shall not be liable for any loss caused by the cancellation of the conference where such cancellation is due to Force Majeure. The organisers will use all reasonable efforts to conduct the conference despite the intervention or occurrence of any such cause.

In this clause, Force Majeure means circumstances which are beyond the reasonable control of WACOSS and which are reasonably likely to affect WACOSS' successful delivery of the Event or would make it inadvisable, impracticable, illegal, or impossible for a party to perform its obligations as originally contracted under this Agreement, including: fire, flood, earthquake, extreme adverse weather conditions, failure of electric power, gas, water, or other utility service, collapse of building structures, widespread disease or other public health emergency (including pandemic or epidemic), strike or other industrial action, the outbreak or declaration of war, act of terrorism, revolution or government orders or action (including the declaration of a State of Emergency).

Without prejudice to its obligations WACOSS accepts no liability and will not be liable for any compensation where the performance of its obligations under this Agreement is affected by Force Majeure.

## **PRIVACY POLICY**

Event & Conference Co. takes the privacy of its users and subscribers seriously. We are committed to safeguarding the privacy of our users while providing a personalised and valuable service. This Privacy Policy Statement explains the data processing practices of E&C Co. If you have any requests concerning your personal information, wish to make any amendment to your personal information or have any queries with regard to these practices please contact our Privacy Officer by e-mail at [info@eventandconferenceco.com.au](mailto:info@eventandconferenceco.com.au)

### **Information collected**

Personal information is collected by us. We collect personal information from you through the use of enquiry and registration forms and every time you e-mail us your details.

We also collect information automatically about your visit to our site. The information obtained in this way, which includes demographic data and browsing patterns, is only used in aggregate form.

### **Use of personal information**

We process personal information collected via the site for the purposes of:

- providing a personalised service
- conducting market research surveys
- running competitions
- providing you with information about products and services offered by us and;
- providing you with information about products and services offered by carefully selected third party companies

If you do not wish to receive information about our products or services, or the products or services offered by other organisations, please let us know when providing us with your details. However, we may disclose your information to business partners and third party suppliers we engage to provide services which may involve processing data on our behalf.

We also use information in aggregate form:

- to build up marketing profiles
- to aid strategic development
- to manage our relationship with advertisers and to audit usage of the site

### **ACCOMMODATION**

The 2020 WACOSS Conference, initially scheduled for 5-7 May 2020 and then rescheduled to 26-28 October 2020, has been rescheduled a second time to take place on 22-24 February 2021.

Any accommodation bookings made via the WACOSS Conference Registration Portal for the originally scheduled Conference dates of 5-7 May and 26-28 October 2020 will be automatically transferred to the rescheduled Conference dates of 22-24 February 2021. If you have made such a booking and wish to cancel it rather than have it transferred to the rescheduled dates, please contact Event and Conference Co. via [wacoss@eventandconferenceco.com.au](mailto:wacoss@eventandconferenceco.com.au) to arrange a full refund. Bookings made with The Esplanade Hotel independently of the WACOSS Conference Registration Portal must be negotiated directly with The Esplanade Hotel.

Accommodation rooms may be allocated as a combination of king and twin rooms based on availability at the time of booking.

Credit Card Guarantee - Authority to debit your credit card for an accommodation deposit has been passed to the hotel. The hotel at its discretion may process this debit immediately or wait until you check-out.

All accommodation bookings will adhere to Esplanade Hotel Fremantle's booking Terms and Conditions.

### **USE OF COOKIES**

We may use “cookies” to identify you when you visit the site and to build up a demographic profile. A cookie is a small piece of information sent by a web server to a web browser, which enables the server to collect information back from the browser. Find out more about the use of cookies on <http://www.cookiecentral.com>

Our use of “cookies” also allows registered users to be presented with a personalised version of the site.

**PHOTOGRAPHY AND VIDEOGRAPHY**

This event will include photography and/or videography. If you do not wish to be photographed, please contact our team or visit the registration desk at the event.