

AELERT Events Registration Terms and Conditions

Registration and payment

- All prices are in Australian dollars and inclusive of GST unless otherwise stated.
- Ticket prices are as published on the booking page. Booking fees of 5.35% plus \$1.19 per ticket apply and are non-refundable in all circumstances.
- Registration is confirmed only upon successful payment.
- Attendees registering under partner pricing may be asked to verify membership.

Refunds and cancellations by the attendee

- Tickets are refundable, less booking fees, up to 8 days before the event date.
- Tickets are non-refundable within 7 days of the event date.
- Refund requests must be made in writing to AELERT.

Ticket transfers and substitutions

- Tickets are transferable to a colleague from the same agency or organisation at any time up to the event. Written notification with the replacement delegate's details must be provided to AELERT at least 24 hours before the event.
- Tickets are not transferable between events. A ticket purchased for one city cannot be moved to another city after registration.

Cancellation by AELERT

- If AELERT cancels an event for any reason within its control, registered attendees will receive a full refund of the ticket price. Booking fees remain non-refundable.
- If an event is cancelled for reasons outside AELERT's control, including but not limited to government orders or restrictions, natural disasters, extreme weather, public health events or other force majeure events, up to 75% of the ticket price may be refunded on request. Booking fees remain non-refundable.
- AELERT reserves the right to change the venue, date, time or format of the event (including offering a virtual or hybrid alternative) where required by circumstances beyond its reasonable control. Attendees will be notified as soon as practicable.

Program changes

- AELERT reserves the right to substitute or modify the speaker, panellists, program or agenda at any time without liability. Where a material change occurs, attendees will be informed as soon as practicable.

Filming, photography and recording

- The Sydney masterclass on Thursday 2 July 2026 will be professionally filmed. By attending this event, delegates consent to being photographed, filmed and recorded, and to AELERT using these recordings for internal and promotional purposes, including making the recording available to AELERT members.
- Delegates who do not wish to appear in recorded material should notify AELERT on arrival and may be seated outside the primary camera coverage area where practicable.
- Attendees may not record, stream, broadcast or reproduce any part of the masterclass or panel discussion without the prior written consent of AELERT.

Intellectual property

- All presentation content, panel content and supporting materials remain the intellectual property of the respective speakers, panellists and AELERT. Materials provided to attendees are for personal and agency use only and may not be redistributed externally without permission.

Code of conduct

- AELERT expects all attendees, speakers, panellists and sponsors to conduct themselves in a professional and respectful manner. AELERT reserves the right to remove any attendee from an event whose conduct is inconsistent with this expectation, without refund.

Privacy

- Personal information provided at registration is collected and handled in accordance with AELERT's privacy policy and the Privacy Act 1988 (Cth). Attendee lists may be shared with co-hosting agencies and the event sponsor in summary form. Contact details are not shared with third parties without consent.

Liability

- Attendees participate in AELERT events at their own risk. AELERT is not liable for any loss, damage, injury or expense suffered by attendees in connection with the event, to the maximum extent permitted by law.

Acceptance

- By completing registration, the attendee accepts and agrees to be bound by these terms and conditions.