



WoundsAustralia  
2024Conference

**Gold Coast Convention  
and Exhibition Centre**  
14-16 October 2024  
[www.woundconference.org](http://www.woundconference.org)



## **TERMS AND CONDITIONS**

### **Registration/Payment**

#### **Registration**

- Early bird registrations will be accepted until **11:59 PM AEST, 31 May 2024**.
  - Should your registration remain unpaid until **14 June 2024** registrations will be upgraded to the standard rate, excluding those registered under the payment plan.
- As of **1 June 2024**, the standard rate applies for every new registration.

#### **Payment Conditions**

- All payments are to be made in AUD. Please indicate the event “Wounds 2024”, the participant’s name, and the invoice number on all payments.
- Payment is due on receipt of the invoice. If payment is not provided on time, your registration may be cancelled.
- Full payment of all items is requested when registering (by credit card or by bank transfer).
- From **15 August 2024**, only payments by credit card will be accepted.
- All costs are to be borne by the ordering customer. Please note that payments made by bank transfer could be subject to fees payable to your local bank.
- Payment by personal cheque is not accepted.

As a global company with our headquarters in Geneva, our merchant facility is located in Switzerland. Rarely an additional fee is charged, either as a result of an international transaction fee or a charge made by your bank. Unfortunately, we cannot work out exactly in what instances this does occur, 'however, we will refund any international transaction fee incurred by affected delegates. Please contact the registration team to make these arrangements.

#### **GST (Goods & Services Tax)**

Registration fees include 10% GST. Tax invoices issued will indicate the total GST included in the transaction.

#### **Methods of payment**

- Credit card: only MasterCard and Visa are accepted.
- Bank transfer – please make your payment to:

Bank: National Australia Bank  
Bank account name: MCI Australia  
BSB: 084255  
Account number: 59 650 0566  
SWIFT code: NATAAU3302S

**Any bank fees associated with the transfer are the responsibility of the customer.**



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## Payment Plan Policy

### Payment Plan

- The payment plan will be made available for registrations completed on or before **11:59 PM AEST, 1 April 2024**.
- As of 2 April 2024, registration will be required to be made in full.

### Payment Schedule

**Total amount due:** the total amount due will be stipulated in your issued invoice, as total amounts will vary between registrations.

#### Instalment amount:

- Payment 1: 25% of the total amount due
- Payment 2: 25% of the total amount due
- Payment 3: 25% of the total amount due
- Payment 4: 25% of the total amount due (balance due)

**Number of Instalments:** Four (4)

#### Instalment dates:

- Payment 1: 14 April 2024, 11:59 PM AEST
- Payment 2: 14 June 2024, 11:59 PM AEST
- Payment 3: 14 July 2024, 11:59 PM AEST
- Payment 4: 14 August 2024, 11:59 PM AEST

### Payment Conditions

- By agreeing to the payment plan, the ordering customer acknowledges that they forfeit their right to receive a refund upon cancellation.
- If the final balance is not received by **1 September 2024, 11:59 PM AEST**, MCI Australia reserved the right to cancel your registration without refund.
- The ordering customer is required to make payments to MCI Australia for the amount and period specified in the payment plan until the total outstanding balanced is paid in full.
- All instalments under the payment plan must be paid on or before the due date.
- The ordering customer will be liable for any fees or charges imposed by bank transfer.

### Failure to make payments.

- Payments not received by the due date will be considered late.
- Late payments will be subject to a late fee of AUD \$30 and MCI Australia reserves the right to suspend the plan if the ordering customer fails to make timely payments.



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## Registration Modifications and Cancellation Conditions

### Cancellation Policy

- All cancellations must be communicated in writing to MCI Australia (conference organisers) via [registration@woundsconference.org](mailto:registration@woundsconference.org).
- For nonpayment plan cancellations received on or before **11:59 PM AEST, 15 April 2024** will be refunded in full, less AUD \$80 cancellation fee to cover administration costs.
- By agreeing to the payment plan, the ordering customer acknowledges that they forfeit their right to receive a refund upon cancellation.
- No registration refunds will be made after this date.
- Refunds will be processed after the event according to your payment method.

### Transfer of registration

As an alternative to cancellation, your registration may be transferred to another member of your organisation. Registration transfers must be sent in writing to the Wounds 2024 registration team at [registration@woundsconference.org](mailto:registration@woundsconference.org). A handling fee of AUD \$40 per registration will be charged for every registration modification received after 14 July 2024.

### Name Badge Policy

- To make any changes to a badge, the original participant must provide written permission and full contact details of the substitution.
- If a badge is lost or forgotten onsite, a reprint can be requested for an administrative fee of AUD \$80 after identity verification.

### Postponed Event policy

In the event the conference is postponed, existing paid registrations will automatically be transferred to the new conference dates. For existing paid registrations, you will receive a communication confirming the successful transfer of your registration. If you do not wish to proceed, notification in writing will be required no more than 30 days from the announcement date to receive a 100% refund. After this date, the standard cancellation policy will be applied.

### Cancelled Event Policy

100% refund is applicable in the event of conference cancellation (excluding fees and bank charges).

### Force Majeure

Wounds Australia, the hotels, and MCI Australia are not responsible for either the partial or total non-execution of the contract in the event of technology failure, accident, an act caused by a third party, such as Acts of God including, without limitation, credible threats of natural disaster in the geographic vicinity, war, curtailment or interruption of transportation facilities, threats or acts of terrorism or similar acts, governmental travel advisory, a governmental elevation of the terrorism alert level, civil disturbance, the issue of a Travel Warning by the World Health Organisation or any other cause comparable events or disaster beyond the



parties' control which prevents the platform from accommodating the clients of MCI Australia for the event or if for the same reasons the event is cancelled by MCI Australia.

### **Social Functions**

- The Wounds Australia 2024 Conference reserves the right to cancel or vary social functions if minimum numbers are not reached.
- Due to commitments to catering, we cannot refund social functions and additional ticket cancellations less than 60 days prior to the event.

### **Accommodation and travel**

- Please refer to the hotel's individual cancellation policy to ensure you are aware of cancellation penalties that may be applicable at your chosen hotel. Accommodation cannot be confirmed without a valid credit card.
- Please refer to the hotel's individual payment policy as this may vary for when payment is due.
- Cancellations in whole or part may incur a penalty at the hotel's discretion.

### **Closure of a hotel**

- Should hotels promoted by the Wounds Australia 2024 Conference close prior to the conference, MCI Australia (conference organisers) will assist to seek any pre-payment made by a delegate direct to the hotel and offer alternative options to the delegate. As the contract is directly between the hotel and the delegate, no guarantee can be provided by MCI Australia for any compensation. MCI will not be financially liable for any financial loss.
- When booking a hotel, be aware of the terms and conditions of the hotel you are entering into an agreement with.

### **Restrictions to travel**

MCI Australia recommends ensuring travel to the state of Queensland, Australia is permitted. In the event Domestic or International restrictions apply, MCI Australia will not cover any expenses related to restrictions to travel to Queensland, Australia during the Wounds Australia 2024 Conference.

### **Insurance and Liability**

It is recommended that participants obtain adequate coverage for travel, health, and accident insurance before they depart for the conference. MCI Australia, Wounds Australia, the Gold Coast Convention and Exhibition Centre, and any conference hotels cannot accept responsibility for personal injuries, or loss of, or damage to, private property belonging to the conference participants and accompanying persons.

### **Data Privacy Policy**

For further information on how your data will be used, we invite you to carefully read the Data Protection and Privacy Policy: <https://www.mci-group.com/privacy-statement>



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### Privacy Statement

- The provided name and contact information, including electronic address, may be used by parties directly related to the event such as the organisers and approved stakeholders, for relevant purposes such as promotion, networking, and administration of this, and future events of this type. If you do not consent, please email [registration@woundconference.org](mailto:registration@woundconference.org)
- In addition, your name, organisation, and country/state of origin may be published on the delegate list which may be provided to delegates, exhibitors, and sponsors at the conference. If you do not wish your details to be included in this list, please email [registration@woundconference.org](mailto:registration@woundconference.org)

### Email Communication

- By providing your email address, you consent to be contacted by this method in relation to this event and future events of this type.
- If you do not wish your details to be used for any of the above purposes, please email [registration@woundconference.org](mailto:registration@woundconference.org)

### Release and waiver of liability

- Wounds Australia, the hotels (Sofitel Gold Coast, Dorsett Gold Coast, The Star Casino, Mantra Legends Surfers Paradise and Novotel Surfers Paradise), the Gold Coast Convention and Exhibition Centre, and MCI Australia are not responsible for either the partial or total non-execution of the contract in the event of a technical fault, accident, natural disaster (either threatened or actual), in war, curtailment or interruption of transportation facilities, threats or acts of terrorism, governmental travel or terrorism advisory, Strikes, Lockout, civil disturbance, the issue of a Travel Warning by the World Health Organisation or any other cause beyond the parties' control which prevents access to the platform for the event, or if for the same reasons the event is cancelled by MCI Australia.
- The Organisers may at their entire discretion repay the delegate fee paid by the participant, or part thereof, but shall be under no obligation to repay the whole or part of such delegate fee, and shall be under no liability to the participant in respect of any actions, claims, losses (including consequential losses), costs or expenses whatsoever which may be brought against or suffered or incurred by the participant, as the result of the happening of any such event.

### Photography/Videography disclosure

As a registered participant, you agree to grant permission for Wounds Australia and MCI Australia to use your likeness in a photograph or video in any and all of its publications and presentations, including website entries, without payment or any other consideration; to authorise Wounds Australia and MCI Australia to edit, alter, copy, exhibit, publish or distribute the photograph or video for purposes of publicising Wounds Australia programs or for any other lawful purpose; to waive the right to inspect or approve the finished product, including written or electronic copy, wherein your likeness appears, that these materials will become the property of Wounds Australia and MCI Australia.



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### **Acceptable attendee behaviour**

- The Wounds Australia 2024 Conference aims to create a professional and respectful environment for all attendees. Therefore, it is expected that all delegates behave in a professional and respectful manner towards other attendees, presenters, and organisers.
- This includes communicating in a respectful and appropriate manner, complying with event rules and regulations, respecting intellectual property, avoiding disruptive behaviour, and respecting confidentiality.
- Any delegate who violates these expectations may be asked to leave the event without refund.