



## Concordia 2021 Terms and Conditions

By purchasing a ticket to Concordia, you are indicating that you have read and accept the following Terms and Conditions.

### Terms and Conditions

ACC is offering all Concordia attendees additional flexibility through our refund policy at this time, having regard to the uncertainties posed by COVID-19 and to encourage you to book early to secure your place and to stay at home if you are unwell.

### COVID 19 Contingency

- 1) Concordia is planned as a face to face live event.
- 2) In the event that COVID-19 social distancing restrictions are in place during the event, Concordia will proceed, however there will be a rotating live stream speaker option at the venue. ACC will comply with the COVID Safe Plan in place at the time of the event, including the maximum number of people allowed in the designated venue spaces. Where the maximum number of attendees permitted in the designated venue spaces is less than the number of tickets sold, the allocation of places will be according to the first tickets sold. Subsequent tickets will be either held in credit or refunded.
- 3) In the event that a lockdown is in place or COVID-19 restrictions do not permit the live event to proceed, Concordia 2021 will be postponed and ticket holders will be given the option to either:
  - a) have their ticket held in credit for the next Concordia event, or
  - b) have their ticket payment refunded in full.

### Refunds related to COVID-19

Refunds or credits will be offered in the following COVID-19 related circumstances:

- If a ticket holder is required to self-isolate or quarantine (and Concordia falls within the isolation/quarantine period) due to:
  - being a confirmed case of COVID-19; or
  - having close contact with a confirmed case of COVID-19; or
  - living in or having been in a high risk area within Australia; or
  - having returned from overseas.
- If a ticket holder has COVID-19 symptoms, has been tested for COVID-19 and is awaiting test results (and Concordia falls within the period of awaiting test results).

As Concordia is a fundraising event for ACC, ticket holders who are unable to attend the event due to any of the above COVID-19 related reasons, will have the option to forgo their credit/refund and donate the price paid for the ticket to ACC.



## COVID-19 Attendance Conditions

1. ACC has a COVID Safe Plan in place and supports the Federal Government's recommendation regarding the use of the COVIDSafe App by all attendees. We encourage all attendees to download and use the App when attending Concordia.
2. ACC will take reasonable measures to keep everyone in the venue safe, including implementing social distancing measures, hand sanitiser stations and the use of relevant personal protective equipment however, there is still a risk of transmission of COVID-19. Therefore, by attending Concordia, you acknowledge and accept this risk.
3. You are not permitted to attend Concordia if you are required to be in isolation as a result of COVID-19 diagnosis or pending test result OR you have been directed to be in quarantine because of close contact with a person with COVID-19 OR if you are experiencing any of the symptoms of COVID-19.
4. You must comply with any COVID-19 safety protocols or requirements in place at the venue (including by way of signage or by way of line markings on the floor). This includes complying with:
  - Hand hygiene requirements;
  - Physical distancing requirements (including physical spacing requirements while queuing);
  - Patron limits for particular spaces and areas; or
  - Patron density requirements.

## Attendee Cancellation Policy

**Outside of the COVID-19 Special Terms and Conditions outlined above, ACC does not provide refunds for cancelled registration or non-attendance.**

- If you are unable to attend Concordia, a replacement delegate may be sent in your place at no extra charge. Notification must be made by email to [admin@acc.sa.edu.au](mailto:admin@acc.sa.edu.au) and received prior to Friday 26 February 2021.
- For cancellation/non-attendance due to circumstances beyond your control, an application can be submitted for a credit or refund, however all credits and refunds will be at the discretion of ACC and are not guaranteed. Applications for credit/refund must be made in writing and emailed on or before Friday 26 February 2021 to [admin@acc.sa.edu.au](mailto:admin@acc.sa.edu.au).

## Sharing of Tickets

Shared registrations are not permitted. Each Concordia ticket allows admittance of one person only.

## Change of Program Content, Format and/or Event Timing

- ACC will endeavour to ensure that the Concordia program is correct at the time of the event. If we need to alter the program prior to or during the event we reserve the right to do so without notice. We also reserve the right to change the speaker line up and the format of the event or to postpone or cancel the event (when full refunds will be issued).



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- ACC is not responsible for any loss or damage as a result of a substitution, alteration, format change, postponement or cancellation of an event.

### Group Bookings

In order to receive a Group Booking discount, all members of the group must be registered at the same time and registration must be finalised in a single payment.

### Payment

No admittance will be granted unless ACC has recorded a ticket purchase in the attendee's name with payment in full.

### Photographs, Recording and Privacy

- ACC reserves the right to photograph, record, broadcast and/or telecast Concordia and you consent to the use of any image or recording taken of you, and anyone for whom you are responsible, while at the event. We are not obliged to use, broadcast or provide you with copies of photographs or recordings.
- ACC prohibits the use of audio and visual recording equipment at Concordia, unless expressly authorised by the ACC President.