



# Terms and Conditions

## GENERAL

1. These terms and conditions (“terms”) govern the relationship between The Australian Wine Industry Technical Conference Incorporated (“the AWITC/us/we/our”) and you as the conference delegate (“you/your”) for registrations purchased to attend the 19<sup>th</sup> Australian Wine Industry Technical Conference held between 20 - 23 July 2025 (the “Conference”).
2. We reserve the right to amend these terms and conditions from time to time. Unless notified to you, the terms governing your attendance at the Conference will be those in force at the time of your registration. We may notify you of any amendment directly or via our website. Our website will contain a record (month and year) of when the most recent amendments were made. The laws of South Australia govern these terms and any disputes between us, and you must contact us at [info@awitc.com.au](mailto:info@awitc.com.au) in the first instance to try and mediate any dispute before taking any further action. By purchasing a registration, you agree to these terms and conditions. You submit to the exclusive jurisdiction of the courts in South Australia to determine any matter or dispute which arises under these terms.
3. All delegate registrations are purchased as is and are not generally transferable (subject to Clause 9 below). You may purchase delegate tickets for a group of attendees, but, to the extent that you purchase tickets on behalf of any other delegate, these terms and conditions remain in effect for you and any such delegate. It is your responsibility to make any such delegate aware of these terms and conditions.
4. Payment for delegate tickets and tickets for paid workshops and functions must be made online via <https://awitc.eventsair.com/19awitc/delegate-registration>. The prices for delegate tickets and tickets for paid workshops and functions are the prices advertised at the time that you purchase such tickets. Payment can be made via credit card or, upon request, invoice. All requests must be made in writing to [info@awitc.com.au](mailto:info@awitc.com.au). Your registration will not be confirmed until payment is received and you receive an email confirmation and receipt from [info@awitc.com.au](mailto:info@awitc.com.au). All payments must be made in Australian dollars (AUD).
5. You will be issued with a Conference pass when you first arrive and register at the Conference. We may charge you a fee for the replacement of Conference passes which are lost or stolen. We are under no obligation to replace a Conference pass.
6. We do not allow shared registrations. Each registration allows the admittance of one person only.
7. Full-time students may be eligible to purchase registrations to attend the Conference at a discounted price. When purchasing your registration, you must provide proof that you are a full-time student, such as a current student card. Based on the information you provide to us, we will determine, at our sole discretion, if you are eligible for the discounted price. If we do not believe you are eligible, we will cancel your purchase and refund you in full.
8. In some cases (at our sole discretion), you may be offered a discounted registration. If you would like another person to use your offered discounted registration, please contact us at [info@awitc.com.au](mailto:info@awitc.com.au) with information about your situation, and we will consider your request. Discounted registrations that are not on the approved list will be cancelled and refunded in full.
9. In some cases (at our sole discretion), delegate registrations may be transferred to another person. If you would like another person to use your registration, please contact us at [info@awitc.com.au](mailto:info@awitc.com.au) with detail about your situation, and we will consider your request. These terms and conditions remain in effect even if the delegate registration is permitted by us to be given or sold to someone else and therefore any subsequent holder of the registration is bound by the same terms and conditions.



## **CANCELLATION AND REFUND POLICY**

### **10.1 Cancellations by us**

We reserve the right at any time to:

- change the format, participants, content, location and timing or any other aspect of the Conference;
- postpone the Conference or any part of it; and/or
- cancel the Conference or any part of it, and will not be liable to you for any damages, costs, losses or expenses of any kind incurred or suffered by you in connection with our modification, postponement or cancellation of the Conference or any part of it.

If the Conference is cancelled or postponed but rescheduled, and you are unable to attend the rescheduled Conference, we will refund your registration fee.

### **10.2 Cancellations by you**

#### **DELEGATE REGISTRATION FEES**

You must inform the AWITC in writing at [info@awitc.com.au](mailto:info@awitc.com.au) if you wish to cancel your delegate registration, following which a refund of your delegate registration fees paid may be provided, at our sole discretion, and in accordance with the following criteria:

- i. on or before Friday, 20 June 2025 – a full refund may be provided;
- ii. on or before Friday, 11 July 2025 – a 50% refund may be provided;
- iii. after Friday, 11 July 2025 – no refunds will be provided, other than in our absolute discretion.

#### **WORKSHOP OR FUNCTION TICKET FEES**

You must inform us in writing at [info@awitc.com.au](mailto:info@awitc.com.au) if you wish to cancel any of your function or workshop tickets, following which refunds of any fees paid for such tickets (this only includes the cost of the function or workshop tickets purchased) may be provided at our sole discretion and in accordance with the following criteria:

- i. on or before Friday, 20 June 2025 – a 50% refund may be provided;
- ii. after Friday, 20 June 2025 – no refunds will be provided, other than in our absolute discretion.

#### **SUBSTITUTIONS**

If you cannot attend the Conference, you are welcome to nominate a substitute, but you must advise the AWITC in writing at [info@awitc.com.au](mailto:info@awitc.com.au), and such request for substitution may be accepted or rejected by us in our sole discretion.

A \$50 administration fee may be applied to any refund provided.

#### **GENERAL DISCLAIMER**

11. Whilst all care has been taken in preparing the Conference website, program, schedule of speakers and workshops, we do not warrant any of the content set out on the Conference website, including the timing, speakers, program, and workshops.

12. Details of the Conference, program, speakers, topics and workshop content are correct at the time of going to press. However, circumstances may necessitate substitutions of speakers and topics for which we cannot be held responsible. All speakers, items and workshops contained in the program are subject to change without notice.



13. The Conference will be held at the Adelaide Convention Centre (“the venue”). You are required to comply with the venue’s reasonable directions while participating in the conference. You use the venue and all associated facilities at your own risk. Notwithstanding anything else in these terms, we accept no liability to you or any third party for any injury, loss or damage to you or to any of your equipment, materials or other belongings brought to the venue, whether by fire, theft, accident, injury or otherwise.

14. The Conference may include inherently dangerous activities, including the use of specialised equipment. Reasonable assistance will be provided, however you are responsible for your own wellbeing and we accept no liability for any loss, damage or injury incurred in connection with the Conference.

15. We make no representations, warranties or guarantees that the Conference app, designed to enhance your event experience and provide useful Conference information and the ability to interact with other Conference delegates, will be free from viruses or other malicious code. You are responsible for taking your own precautions in this respect.

### **LIABILITY AND LIMITATION OF LIABILITY**

16. We are not liable for the non-delivery of services beyond our control, and we accept no responsibility for compensation of loss or monies incurred by you. In the event that we are found liable to you for any reason, including, but not limited to, reasons set forth in this clause 16, that liability shall be limited to the paid value of your registration only.

### **PRIVACY**

17. We will use the information provided on your registration form to facilitate attendance at the Conference, provide you with free access to the WineTech event occurring contemporaneously (such access subject to any terms and conditions of the organiser applicable to access to the WineTech event), and send any material post the Conference. Your name and affiliation will be made available to Conference delegates via the Conference app and on your nametag. All information provided on the registration form will be retained and utilised in accordance with Australian privacy laws. Your contact details may be used to provide information on future conference and trade exhibition events conducted under our auspices. For further information, please read the AWITC Inc. [Privacy Policy](#).

18. By registering for the conference, you give us permission to record/photograph you for use in our publications, website and other promotional material associated with our triennial Australian Wine Industry Technical Conferences.

19. We are committed to protecting your privacy. That is why we have adopted a policy that provides the information you need to make fully informed decisions about providing any personal information to us. We will not resell or disclose your information to third parties and will not sell, rent, loan, trade, or lease any personal information collected at this site. Our full privacy policy can be located [here](#).

### **TECHNOLOGY ISSUES**

20. We have teamed with various technology companies to arrange and host the Conference. We will endeavour to make sure that there are as few technology issues as possible by testing the Conference platform, pre-recording some of the presentation content, and providing you with step by step information about logging in, accessing and interacting with the Conference. However, we cannot be held responsible for any technical issues that arise from issues beyond our control, such as your computer equipment, the internet malfunctioning, or a failure in the Conference platform (which is provided to us under contract from a third party).



## **CONDUCT & MODERATION**

21. During the Conference, including during breakout sessions, you will have the opportunity to interact with other participants (both verbally and by using chat functions at the session and in the Conference app). You are required at all times to be polite, respectful and considerate of others. In doing so, you acknowledge that there are differing views and opinions and that we have an obligation to ensure the Conference is a safe space for our employees, volunteers and Conference participants.

22. As alcohol is on offer, all social functions and sensory activities involving alcohol at the Conference are classified as licensed events. All attendees must comply with the venue's responsible service of alcohol requirements. The venue's alcoholic beverage license is subject to strict requirements, including that venue staff shall: (i) request proper identification (photo ID) of any person of questionable age and refuse alcoholic beverage service if the person is either underage or proper identification cannot be produced, and (ii) refuse alcoholic beverage service to any person who, in the venue's judgment, appears intoxicated.

23. If, in our sole opinion, you breach our conduct requirements in any way whatsoever, your chat function at a session or in the Conference app can be moderated and/or disabled, or you may be asked to leave the Conference, and you will not be entitled to any refund.