

## Event Terms and Conditions

All tickets to Law Council of Australia (**LCA**) events are issued subject to these terms and conditions. By purchasing LCA tickets and/or attending LCA events, you are agreeing to abide by these terms and conditions.

These terms and conditions are subject to, and will not apply to the extent that they exclude, restrict or modify your rights (including any consumer guarantees) under the Australian Consumer Law (**Non-excludable Consumer Obligations**). Any rights and remedies given to consumers under these terms and conditions are in addition to the rights and remedies provided under the Australian Consumer Law.

### Payment Terms

Invoices have a payment term of 14 days from the date of issue. Full payment of invoices must be settled prior to the event.

Registrations received within 14 days of the commencement of the event need to be settled within 24 hours or prior to the event, whichever is sooner.

Failure to make payment as required may result in cancellation of registration.

### Program Amendments

Any representations made by the LCA, or information provided by the LCA in respect of an event is current and accurate to best of the LCA's knowledge, at the time that the representation is made, or information provided. To the extent permitted by law, including the Australian Consumer Law, the LCA does not make any representations or warranties as to the accuracy or completeness of the information.

Although every effort will be made to keep presentations as represented, the LCA reserves the right to make any reasonably necessary changes to the program, including:

- altering the scheduled dates;
- changing the location of events;
- substituting any of the speakers for any event; and
- cancelling the event.

In the event that an LCA event is altered, changed or delayed, the LCA will contact registered attendees prior to the event date to notify them of the changes. If a registered attendee does not accept the changes made by the LCA to the event, they may cancel their registration and request a full refund of the event fee

In the event that an LCA event is cancelled, please refer to LCA's 'Cancellation by the LCA' policy below.

## Refunds and Cancellations Policy

### Cancellations by attendees

In organising such events the LCA has committed to contracts with venues and/or service providers under which payment falls due, within certain timeframes, by virtue of the member's purchase of a ticket and remain payable regardless of the member's non-attendance.

The LCA's cancellation policy accordingly reflects its obligations under those various contracts, insofar as it is possible to do so in a general policy.

If a registered attendee cancels or does not attend the LCA event other than for a reason that relates to the Non-excludable Consumer Obligations, for example where the registered attendee cancels or does not attend due to a change in the registered attendee's own circumstances, the following policy applies.

The general policy is as follows:

- A full refund will be provided for all cancellations received in writing at least 30 days prior to the event.
- A 75% refund will be provided for cancellations made in writing 21-29 days prior to the event.
- A 50% refund will be given for any cancellations received in writing within 14-19 days of the event.
- No refund will be given for any cancellations received within 14 days of the event, or for non-attendance on the day.
- Delegate substitutions may be made at any time subject to the communication to, and approval by, the LCA (which cannot be unreasonably withheld). If a replacement delegate is not a section member, the non-member fee will apply, and the difference must be paid within 24 hours or prior to the event, whichever is sooner.

If you are not satisfied with any LCA refund pursuant to the above policy, you are welcome to approach the LCA for an assessment of the LCA's particular losses incurred due to your non-attendance of an event. An individual assessment may result in:

- a lower refund than would be payable under the general policy, if the losses incurred by the LCA due to your non-attendance are higher in your particular case;

- a greater refund than would be payable under the general policy, if the losses incurred by the LCA due to your non-attendance are lower in your particular case (for example, where the event is conducted online with unlimited capacity and your cancellation does not impact upon the venue, service provider or LCA's ability to resell the tickets); or
- confirmation that a refund as per the general policy is appropriate in your particular case.

Noting that, the maximum losses incurred under an individual assessment will not exceed 100% of the value of your ticket.

### Cancellation by the LCA

In the event that an LCA event is cancelled, the LCA will contact registered attendees prior to the event date to offer either:

- an alternative event on an alternative date; or
- a full refund of the event fee.

### CPD Points

It is the responsibility of the individual member to determine whether CPD points can be earned for an attendance of an event hosted by the sections of the LCA, as the mandatory continuing professional development (**CPD**) requirements vary between each State and Territory. Please refer to your relevant State and Territory Law Society in advance of the event for further information.