

(The Whole Connection Pty Ltd ACN 618296441 "the company" and "we")

TERMS OF BOOKING

1. These Terms and Conditions will apply to all bookings unless otherwise agreed in writing.
2. Bookings when made are subject to acceptance by the company (which may refuse the booking without reason and refund any payments made). In particular we reserve the right to decline bookings or refuse entry to some parts of events to children.
3. If you are unable to attend for any reason but have a substitute please apply to us by email to change the delegate.
4. Once your booking is confirmed you cannot cancel but if you have significant extenuating circumstances you may contact us and we may assist you in some way..
5. You (the customer) accept that in the event of negligence or any other contractual claim against the company as a result of any services provided by the company the amount of damages will in no case exceed the consideration paid by the you to the company for the booking.
6. The conference is the intellectual property of the company and the company may insist on such reasonable terms as it thinks fit to protect that intellectual property.
8. You agree to be bound by and to adhere to all rules and requirements of any third party venue (such as a cruise ship in which case you will be bound by the rules and terms relating to that ship).
9. It is expressly understood that information, advice and teaching provided in any conference or event organised by the company is general in nature and is not intended as a substitute for specific personal medical or other advice.
10. You agree and acknowledge that program content is the responsibility of the presenter and not the company.
11. The company reserves the right to alter presenters, content, or event times in the event of unavailability or intervening circumstances.
12. The company has the sole rights to record or video (to which you consent) the event. You may not do so. Any such recording or filming will so far as possible be unobtrusive.
13. In the unlikely event that that the whole event is cancelled (which the company may do without reason up to the date indicated on the marketing material as being the cancellation date) then the customer will be entitled to a full refund of amounts paid to the company. The company will not be responsible for any other losses and customers should obtain suitable travel insurance.
14. It is your responsibility to ensure that you have the necessary travel documents and approvals in place prior to departure. The company will provide relevant information where appropriate.
15. The company does not guarantee the suitability of the event for you.
16. The company does not guarantee the suitability of accommodation or travel and you must check that yourself prior to booking.