

Terms and Conditions

By purchasing goods or services from the Conferences and Events Limited for the EPICOH 2019 Conference, the customer is deemed to accept these Terms and Conditions. We may amend these Terms and Conditions at any time.

Conference Cancellation and Refund Policy

We understand that circumstances can change. At any point prior to the event you are welcome to contact us in writing to nominate a substitute delegate at no extra charge. A full refund less a \$100 service fee will be issued for cancellations received on or before 18 March 2019. No refunds will be issued after 18 March 2019. Non-payment does not constitute cancellation.

Payments

Full payment MUST be made at the time of registration. Once registration is received a confirmation email and tax receipt will be issued.

Registration Credit Card Payments

We will neither collect nor store your credit card details. On the registration form, you will be directed to use the credit card payment facilities provided by Payment Express. Payment Express makes the following statement on security: Payment Express is committed to data security. Payment Express uses a variety of technologies and procedures to help protect personal information from unauthorized access, use or disclosure. For example, Payment Express stores the data in computer servers with limited access that are located in controlled facilities secured by the latest in surveillance and security technology. When Payment Express transmits sensitive information (such as a credit card numbers), Payment Express protects it through the use of encryption, such as the Secure Socket Layer (SSL) protocol. Credit card details stored onsite are encrypted using 168bit 3DES encryption. Payment Express is a level 1 certified PCI-DSS compliant provider. You can read their full [privacy policy](#). Payments by credit card can be made by Visa or Mastercard and may incur a transaction fee.

Accommodation Credit Card and Cancellation Policy

Credit card numbers used for holding accommodation bookings. The software used by Conferences and Events Ltd is a PCI DSS Compliant Credit Card Vault. The vault allows event organizers to safely capture and store attendees credit card details required to guarantee a hotel room without the need to charge the card. The credit card vault is maintained in a separate Azure environment and protected by a third firewall and will only accept traffic from specified servers. The Credit Card Vault is not available externally. Each customer is given a unique encrypted key pair and all credit card data stored in the vault is double encrypted. Card data is automatically deleted 14 days after an event and all access to the Credit Card Vault is logged. Delegates who cancel their accommodation booking must inform Conferences & Events Ltd in writing of their cancellation before 30 March 2019. Cancellations after this date will be charged either one night's accommodation or the full stay, at the discretion of the hotel. New booking requests made within 30 days of conference cannot be guaranteed. If individual hotel cancellation policies differ from the above, they will be outlined on your confirmation email.

Privacy Policy

By completing this registration form, you acknowledge that the details supplied by you may be made available to the Conference Committee, the venue and accommodation providers (for the purposes of room bookings and conference related items only). Your details will be included in the delegate list unless you have indicated otherwise on the first page of this registration form.

Insurance

It is strongly recommended and your responsibility to have insurance to cover medical, travel, and registration expenses in the event of unforeseen circumstances.

Liability and warranty

The Consumer Guarantees Act 1993 applies to the sale of goods or services to consumers. If the goods or services are acquired for a business then our liability is limited to the contract price.

Disclaimer

The conference convenors reserve the right to change activities, topics and presenters where necessary. Neither the organisers (Conferences & Events Ltd) nor the convenors shall be liable for any loss caused by the cancellation of the conference where such cancellation is due to Force Majeure. The term "Force Majeure" means any circumstance beyond the reasonable control of the organisers including but not limited to war, hostilities (whether war be declared or not),

terrorism, aircraft hijacking, military operation, riot, civil war, rebellion, civil commotion or unrest, natural disasters, Acts or Regulations of government, refusal to grant visas, explosions, transport delays, transport difficulties and the insolvency of airline carriers. The organisers will use all reasonable efforts to conduct the conference despite the intervention or occurrence of any such cause.

Attendees are advised that photographs and videos may be taken during the conference and reproduced for promotional purposes.



The Benchmark Professional
Conference Organisers

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