



Terms and Conditions - FILEX Virtual Summits - FILEX Holdings Pty Ltd

As soon as you submit your registration via filex.com.au, you are considered a FILEX delegate. Therefore, from that point onwards, the Cancellation, Transfer and No-Show policies will apply to your registration. The following policies will be strictly adhered to and apply to the FILEX Convention and associated events. Your registration indicates your full understanding and acceptance of these terms and conditions. On completion of your registration, a confirmation email will be sent to your nominated email address. Please check your registration carefully. Should an error have been made, please contact FILEX within 24 hours via email info@filex.com.au to withdraw or amend your registration.

Full payment of your registration fee and any selected additional items are due on completion of your registration via credit or debit card. A tax invoice will be emailed to you with confirmation of your registration. All fees must be paid prior to commencement of the event to ensure admission/access.

Credit card and debit card payments incur the following transaction fees; Visa and MasterCard 1.75% and American Express 2.9%.

Cancellation Policy

1. FILEX must be notified in writing for all cancellations via email to info@filex.com.au.
2. No refunds or credits are available for this event as a result of a change in your ability to attend the event.
3. Should you still require a refund you must provide the following details for your request to be reviewed: The registered email against the registration, the reason for the request, and any supporting documentation (medical certificate etc.)
4. Your request will not be considered without the above. Submission does not infer approval and we are unable to guarantee your request will be successful.
5. You may request a transfer of your registration. The transfer fee for FILEX Virtual Summits is \$49.
6. If notified after 14 August 2020, no refunds or credits are available.
7. If you do not attend the FILEX Virtual Summit, no refund or credit is available.

Provisions

1. When we communicate with you we will generally do so by email or by phone. You hereby agree that email and phone communications are contractually binding in the same manner as duly signed and dated documentation sent by post.
2. If any of these terms is at any time held by any jurisdiction to be void, invalid or unenforceable, then it shall be treated as changed or reduced, only to the extent minimally necessary to bring it within the laws of that jurisdiction and to prevent it from being void and it shall be binding in that changed or reduced form.
3. Subject to that, each provision shall be interpreted as severable and shall not in any way affect any other of these terms.



4. No waiver by us, in exercising any right, power or provision in this agreement shall operate as a waiver of any other right or of that same right at a future time; nor shall any delay in exercise of any power or right to be interpreted as a waiver.
5. In the event of a dispute arising out of or in connection with these terms or any contract between you and us, then you agree to attempt to settle the dispute by engaging in good faith with us in a process of mediation before commencing arbitration or litigation .
6. We are not liable for any breach of our obligations resulting from clause beyond our reasonable control.
7. This agreement shall be governed by and construed in accordance with the law of Australia, and all international governance is expressly concluded.
8. You are deemed to have accepted these terms and conditions when you proceed with the registration process by ticking "I agree" and selecting continue via your dashboard.
9. Fitness Australia AusREPs may use their registration number to purchase one ticket for FILEX 2020 at the Fitness Australia member rate.