

TERMS AND CONDITIONS

About

These terms apply to your participation in Destination Victoria 2025 (**Conference**), as arranged by Visit Victoria Limited (**Visit Victoria**) with the support of Sweet Mango Consulting (**Conference Office**).

Use of 'you' under these terms and conditions means the individual or body corporate submitting a registration for the Conference and where applicable, includes all delegates, employees, contractors and representatives of that individual or body corporate. You warrant that you are authorised to accept these terms on behalf of any individual or company you represent.

Voluntary Cancellation

Should you decide to voluntarily cancel your registration, you must advise our external management team by email at events@sweetmango.com.au and the following will apply:

Up to 24 September 2025

50% refund

From 25 September 2025

No refund, however the registration may be transferred to another individual

Refunds will be returned by the same payment method as the original receipt of funds. No refund will be made after 25 September 2025 however an alternative delegate name may be provided by email and the booking and funds will be allocated accordingly. In the case of extenuating circumstances, a refund outside of these terms and conditions may be considered by and at the discretion of Visit Victoria upon application.

Program Variation

Visit Victoria reserves the right to vary registration pricing, venue capacity and to add, withdraw, or reschedule sessions and presenters from the advertised program for the Conference without notice.

Conference Cancellation or Postponement

Visit Victoria may cancel or postpone the conference due to circumstances beyond its reasonable control, including but not limited to Acts of God, terrorism, war, strikes or industrial action, fire, explosion, inevitable accident, breakdown of property, changes in law, or pandemics or global health crises. Due to the nature of the event, it may be reasonable to postpone the event to a later date and/or change the location for the Conference. In the event of postponement of the Conference if, when requested, you advise that you are willing to attend the rescheduled Conference, Visit Victoria will transfer the registration and guarantee the same conditions and equivalent registration entitlements (subject to reasonable modification and availability) at the rescheduled event. If, at a later date, you then choose not to attend the rescheduled Conference, Visit Victoria will not be required to refund any part of the Conference registration fee. If you advise within 7 days of the postponement notice, you are unable to attend the postponed Conference you will receive a full refund. In the event, Visit Victoria decides to cancel the Conference, you will be entitled to a full refund of the amount of the registration fee received.

The maximum liability of Visit Victoria under these Terms and Conditions is limited to a refund of the Conference registration fee with no additional liability for travel costs, hotel costs, or any other associated costs.

Insurance

You are strongly advised to secure appropriate travel and health insurance. Delegate registration fees do not provide insurance coverage. Visit Victoria or the Conference Office accepts no responsibility for any loss (including, without limitation, consequential loss or loss of profits), damage, expense, misadventure, accident or personal injury suffered by you in connection with the Conference, whether or not arising from any person's negligence.

Tax

Conference registration fees and additional networking event tickets are quoted in Australian Dollars. GST at 10% is included.

Disclaimer

By registering, you acknowledge and consent that during their attendance at the Conference, your image or voice may be recorded via video, photograph or by any other means ("Recorded") by an officer or official of Visit Victoria which may be distributed or published at the discretion of Visit Victoria. If you do not wish to be Recorded, you are required to formally advise the Conference Office in advance by email.

Privacy Policy

Visit Victoria uses the personal information you provide in your registration for administering your participation in the Conference. Information on how Visit Victoria collects, processes, and uses your data is included in our Privacy Policy. For details of the Visit Victoria Privacy Policy, please peruse www.visitvictoria.com/legal-notice/privacy-policy.

Intellectual Property

Any use of Visit Victoria's trade marks and other intellectual property (IP) rights are subject to prior written consent. Our trade marks cannot be used for the purpose of advertising, promotions or ticket resale.

Venue Admission

When you are onsite at the Conference, you are expected to comply with any rules or policies established by the [venue operations team](#). All right of admission is reserved and remain subject to the terms and conditions of public entry for the venue, and you acknowledge that you are required to comply with any reasonable request (including signage) by the venue in relation to your entry or continued presence at the Conference.

Further information regarding accessibility, security and facilities at the Conference are available from the [venue operations team](#) at Melbourne Exhibition and Convention Centre.

Subject to Variation

Visit Victoria reserves the right to change, amend, add or remove any of the above Terms & Conditions in its sole discretion and without prior notice. Your registration and continuing participation in the Conference signifies your acceptance of the revised terms, regardless of whether you have accessed or read them.