

Terms and Conditions

By purchasing goods or services from Conferences and Events Limited for the FIB Symposium 2024, the customer is deemed to accept these Terms and Conditions. We may amend these Terms and Conditions at any time.

Event 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 **16 August 2024**. No refunds will be issued after **17 August 2024**. 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 invoice/receipt will be issued. Any accounts must be paid in full 7 days from the invoice date or 10 business days before the conference start date, whichever comes first. Early bird registrations must be paid by **16 August 2024** or the full registration fee will be charged. The organisers reserve the right, without notification, to cancel outstanding registrations any time after 7 days from the date of a tax invoice being sent. If payment is not received prior to the FIB Symposium 2024, attendance will be granted only after full payment is made via credit/debit card.

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 Windcave. Windcave makes the following statement on security:

"Windcave is committed to data security. Windcave uses a variety of technologies and procedures to help protect personal information from unauthorized access, use or disclosure. For example, Windcave stores the data in computer servers with limited access that are located in controlled facilities secured by advanced surveillance and security technology. When Windcave transmits sensitive information (such as a payment card number), Windcave 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. Windcave is a level 1 certified PCI-DSS compliant provider." ^{23 Oct. 19} You can read their full privacy policy [Click here](#)

Payments by credit card can be made with 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 organisers 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 need to cancel their accommodation booking must inform Conferences & Events Ltd in writing of their cancellation before 9 October 2024. Cancellations after this date will be charged 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 FIB Symposium 2024 Committee, the venue and accommodation providers (for the purposes of room bookings and FIB Symposium 2024 related items only). Your details will be included in the delegate list unless you have indicated otherwise on the 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.

Photography/Video

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

Disclaimer

The convenors reserve the right to change activities, topics, presenters, dates, times and location where necessary. Neither the organisers (Conferences & Events Ltd) nor the convenors shall be liable for any loss caused by the cancellation or abandonment of the event 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 pandemic, 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 event despite the intervention or occurrence of any such cause.



The Benchmark Professional
Conference Organisers

www.confer.co.nz