



Australian Citrus Congress 2024

Registration Terms and Conditions

Registration

- Early bird registrations will be accepted until 23:59 AEST, 16th of January 2024.
- As of the 17th of January 2024, standard rate applies for every new registration.
- Should your registration remain unpaid after either of these deadlines, your registration will be upgraded to the next registration rate and will incur an increase in price.

Payment Conditions

- All payments are to be made in AUD. Please indicate the participant's name and "ACC24" on all payments.
- Payment is due 14 days after the receipt of invoice. If payment is not provided on time, your registration may be cancelled.
- Full payment of all items is requested when registering (by credit card or by bank transfer).
- From Monday the 22nd of January 2024, only payments by credit card will be accepted.

GST (Goods & Services Tax)

Registration fees include 10% GST. Tax invoices issued will indicate total GST included in the transaction.

Methods of Payment

Credit card: only MasterCard and Visa are accepted.

Bank transfer – please make your payment to:


Bank: National Australia Bank

Bank Account Name: MCI Australia Pty Ltd

BSB: 084 255

Account Number: 59 650 0566

SWIFT Code: NATAAU3302S

- Any bank fees associated with the transfer is the responsibility of the customer.
 - All payments are to be made in Australian Dollars (AUD)
 - Please indicate the participant's name and "ACC24" on ALL payments.
 - Payment by personal cheque is not accepted.
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Registration / Modification / Cancellation Conditions

Cancellation Policy

All delegate cancellations must be received in writing and sent to the Citrus Congress Organisers at australiancitruscongress@citrusaustralia.com.au

Cancellations received on or before Monday the 8th of January 2024, will be refunded in full, less a \$250.00 cancellation fee to cover administration costs. Please note, all refunds will be processed post-congress.

No registration refunds will be made after this date.

Postponed Event Policy

In the event the Congress is postponed, existing paid registrations will automatically be transferred to the new Congress dates.

For existing paid registrations, you will receive communication confirming the successful transfer of your registration.

If you do not wish to proceed, notification in writing will be required no more than 90 days from the announcement date to receive 100% refund.

After this date, the standard cancellation policy will be applied.

Cancelled Event Policy

100% refund is applicable in the event of Congress cancellation (excluding fees and bank charges).

Social Functions

The Congress reserves the right to cancel or vary social functions if minimum numbers are not reached.


Due to commitments to catering, we cannot refund social functions and additional ticket cancellations less than 60 days prior to the event.

Modification Policy

Any registration modification requests must be received in writing sent to the Citrus Congress Organisers at australiancitruscongress@citrusaustralia.com.au.

Transfer of Registration

As an alternative to cancellation, your registration may be transferred to another member of your organisation. Registration transfers must be sent in writing to the Citrus Congress Organisers at australiancitruscongress@citrusaustralia.com.au





Travel & Accommodation

Accommodation Cancellation

Please refer to the individual cancellation policy of the hotel to ensure you are aware of cancellation penalties that may be applicable at your chosen hotel. Accommodation cannot be confirmed without a valid credit card. Payment will be processed by the booked hotel 30 days prior to check in. Cancellations in whole or part may incur a penalty at the hotel's discretion.

Closure of a Hotel

Should hotels promoted by the Citrus Congress, close prior to the Congress, MCI (event organisers) will assist to seek any pre- payment made by a delegate direct to the hotel and offer alternative options to the delegate. As the contract is direct between the hotel and delegate, no guarantee can be provided by MCI to any compensation MCI will not be financially liable for any financial loss. At the time of booking a hotel, be aware of the individual Terms and Conditions of the Hotel you are entering into an agreement with.

Insurance and Liability

It is recommended that participants obtain adequate cover for travel, health and accident insurance before they depart for the Congress. The hotel and MCI as organisers cannot accept responsibility for personal injuries, or loss of, or damage to, private property belonging to the Congress participants and accompanying persons.

Restrictions to Travel

MCI recommends ensuring travel to the state of Queensland is permitted. In the event that Domestic or International restrictions apply, MCI will not cover any expenses related to restrictions to travel to the Sunshine Coast, Queensland, Australia during the Australian Citrus Congress 2024.

Privacy & Data Collection

Data Privacy Policy

- For further information on how your data will be used, we invite you to carefully read the Data Protection and Privacy Policy: <https://www.mci-group.com/privacy-statement>

Privacy Statement

The provided name and contact information, including electronic address, may be used by parties directly related to the event such as the organisers and approved stakeholders, for relevant purposes such as promotion, networking, and administration of this, and future events of this type. If you do not consent, please email:

australiancitruscongress@citrusaustralia.com.au

In addition, your name, organisation, and country/state of origin may be published on the delegate list which may be provided to delegates, exhibitors and sponsors at the Congress. If you do not wish your details to be included in this list, please email

australiancitruscongress@citrusaustralia.com.au





Email Communication

- By providing your email address, you consent to be contacted by this method in relation to this event and future events of this type.
- If you do not wish your details to be used for any of the above purposes, please email australiancitruscongress@citrusaustralia.com.au

General Conditions

Release and Waiver of Liability

Citrus Australia, the hotels and MCI are not responsible for either the partial or total non-execution of the contract in the event of technology fault, accident, natural disaster (either threatened or actual), in war, curtailment or interruption of transportation facilities, threats or acts of terrorism, governmental travel or terrorism advisory, Strikes, Lock out, civil disturbance, the issue of a Travel Warning by the World Health Organization or any other cause beyond the parties' control which prevents access to the platform for the event, or if for the same reasons the event is cancelled by MCI. The Organisers may at their entire discretion repay the delegate fee paid by the participant, or part thereof, but shall be under no obligation to repay the whole or part of such delegate fee, and shall be under no liability to the participant in respect of any actions, claims, losses (including consequential losses), costs or expenses whatsoever which may be brought against or suffered or incurred by the participant, as the result of the happening of any such event.

Force Majeure

Citrus Australia, the hotels and MCI are not responsible for either the partial or total non-execution of the contract in the event of technology failure, accident, an act caused by a third party, such as Acts of God including, without limitation, credible threats of natural disaster in the geographic vicinity, war, curtailment or interruption of transportation facilities, threats or acts of terrorism or similar acts, governmental travel advisory, a governmental elevation of the terrorism alert level, civil disturbance, the issue of a Travel Warning by the World Health Organization or any other cause comparable events or disaster beyond the parties' control which prevents the platform from accommodating the clients of MCI for the event or if for the same reasons the event is cancelled by MCI.

Photography / Videography Disclosure

As a registered participant of the virtual series, you agree to grant permission for Citrus Australia and MCI to use your likeness in a photograph or video in any and all of its publications and presentations, including website entries, without payment or any other consideration; to authorise Citrus Australia and MCI to edit, alter, copy, exhibit, publish or distribute the photograph or video for purposes of publicising Citrus Australia programs or for any other lawful purpose; to waive the right to inspect or approve the finished product, including written or electronic copy, wherein your likeness appears; that these materials will become the property of Citrus Australia and MCI.

