



## Terms of Service

Your Rights and Responsibilities while using this Website.  
Version 1.3 – Last Updated: 18 May 2007 (Adam Benson)

By using this website you implicitly agree to abide by the terms and policies outlined within this document.

This document summarises Expertise Events' responsibilities to the users of its websites, as well as the users' responsibilities while using any of the sites produced by Expertise Events.

### Interpretation

- **"The/This Website"** refers to [www.expertiseevents.com.au](http://www.expertiseevents.com.au) as well as any of its associated "event" sites, each of which will be linked to this document.
- **"Tickets"** refers to valid entry passes to a specific event organised by Expertise Events.
- **"The User"** refers to any person or entity utilising any of the services provided by the Website.
- **"The Company"** refers to Expertise Events.
- **"Online Services"** refers to any of the interactive functionality provided by the Website, including (but not limited to) purchasing tickets online, posting in online forums and participating in competitions.
- **"Browse/Browsing"** refers to viewing the Website without using any of the Online Services.

### Statutory Laws

Expertise Events is an Australian company and as such this document is governed by Australian Federal Law.

### Privacy Policy

By providing information via this Website, you agree to Expertise Events' Privacy Policy including how information you provide when using this Website may be processed, used or disclosed by Expertise Events, as described below.

We recognise that your privacy is very important to you and that you have a right to control your personal information so therefore you can anonymously browse this Website without telling us who you are or revealing other personal information. We will not collect any personally identifiable information about you while you anonymously browse the site without utilising any of our online services.

If you decide to utilise any of our online services there are two levels of information we may collect from you. "Required" information and "Marketing" information. "Required" information is compulsory and is required to provide the service to you (such as postage information for sending tickets). "Marketing" information is optional (and will be clearly marked as such) and is used to enhance the services that we provide to you.

As per the "National Privacy Principles" extracted from Australian Federal Law, the only information that we collect from you will be information that you implicitly volunteer to Expertise Events and you have the right to request what information we have collected about you at any time.

Expertise Events can be contacted through the following details:

*Expertise Events Pty Limited*  
PO Box 6053, Frenchs Forest NSW 2086  
Australia  
+61 2 9452 7575  
[info@expertiseevents.com.au](mailto:info@expertiseevents.com.au)

You play an important role in keeping your personal information secure. You should maintain confidentiality of any user name, password, profile and account used on the Website. In the event that you believe your account has been compromised, contact Expertise Events IMMEDIATELY.

Expertise Events will use the information you provide to enhance the services it provides to you and to more accurately assess the needs of our customers. Expertise Events only collects personal information to the extent that it serves our legitimate business purposes.

Personal information will not be released to persons or entities outside Expertise Events without your consent except where Expertise Events is required by law to disclose information to authorities.

It is important to note that the interactive areas of this Website are accessible by the public, so if you disclose personal information such as names or e-mail addresses on the interactive areas of this Website the information you disclose can be collected and used by people other than Expertise Events. This may result in you receiving unsolicited messages from other parties not affiliated with Expertise Events.

Expertise Events uses web technology to track the use of this Website. This web technology includes "cookies". For anonymous browsing these cookies are only used to provide an anonymous generalised snapshot of the navigation across the site.

## **Marketing**

Information you provide may be used to build up a profile about you to allow Expertise Events to tailor offers or marketing material which may be of interest to you. During the sign up process, and while using the online services you can elect whether or not you would like to receive specific promotional material – and you can unsubscribe from any of our promotional mailing lists through the Website. This includes competitions and direct marketing material by e-mail or post.

## **User Agreement**

This User Agreement is between you and Expertise Events and its entities.

You may use this Website on the condition that you accept without modification the terms, conditions and notices contained herein. By accessing and using this Website, you agree to all of the terms within this document and to abide by all Australian Federal and State laws, as well as any laws applicable to your local region.

You also acknowledge that forums, chats, conferences, guest books and any other forms of communication hosted by this Website are public and not private communications. You acknowledge that the content of these communications forums is not endorsed by Expertise Events. You do not consider the content of these communications forums to be reviewed, screened or approved by Expertise Events.

All communications including comments, guest book entries, suggestions, ideas, notes, drawings, concepts or information disclosed or offered to or in response to Expertise Events through this Website shall remain the property of Expertise Events. By using this Website as a forum for communication, you grant Expertise Events a royalty-free, perpetual, non-exclusive, unrestricted licence to use any communication for any purpose, commercial or otherwise, without compensation to you, to the author or to the provider of the comments.

Further, you agree not to take part in any defamatory or slanderous activity on any of the interactive mediums on the Website. This includes but is not limited to:

- negative remarks about Expertise or any of its affiliates, sponsors or partners;
- inaccurate information about Expertise or any of its affiliates, sponsors or partners;
- any activity that disrupts the normal use of the Website, or compromises the integrity of the site in any way.

#### **Modifications to Terms of Use**

These Terms of Use may be modified by Expertise Events at any time and will be binding at the time of implementation. It is your responsibility to ensure you review and understand the Website's terms and conditions.

This document is issued with a Version Number and a "Last Updated" date to ensure you have read the most recent updates.

#### **Copyright and Trademark Notice**

The Website contains material which is derived in whole or in part from material supplied by Expertise Events and other sources. The material on this Website is protected by copyright and trademark laws. You may not modify, copy, sell, distribute, transmit, display, perform, reproduce, publish or license any material from this site including text, pictures, sound, code or software without prior written permission from Expertise Events, unless otherwise specified on the containing page.

This clause excludes material provided by Expertise Events for promotional material including media releases and media-kits which you may copy, display or publish if you are the intended recipient. You may not however modify this material without prior written permission from Expertise Events.

All material on this Website is Copyright © 2006, 2007 Expertise Events. All rights reserved.

#### **Applicable Laws**

As a visitor to the Website you shall abide by all applicable Federal, State or Local laws including, but not limited to, laws on libel, slander, indecency, trade libel, product disparagement, harassment, invasion of privacy, obscenity, indecency, and copyright and trademark infringement.

Information on this Website includes intellectual property that is protected under copyright, trademark and other Intellectual Property Laws of Australia. These laws prohibit the unauthorised reproduction, distribution or exhibition of all text, photographic and graphic (art and electronic) images, music, sound and video samples and other protected materials. Violation of applicable Intellectual Property Laws may give rise to civil and/or criminal prosecution.

#### **Limitations of Liability**

We endeavour to take all reasonable steps to keep secure any information which we hold about you, and to keep this information accurate and up-to-date. However, beyond statutory requirements we are not responsible for unauthorised access to your account and it's information contained within and it is your responsibility to keep your login information secure.

Use of the Website is at your discretion. Under no circumstances shall Expertise Events, its trustees, officers, employees, members, or agents be liable for any direct, indirect, incidental, special, or consequential damages that may result from the use of, or the inability to use, Expertise Events' materials, including this Website. You specifically acknowledge and agree that Expertise Events is not liable for any defamatory, offensive, or illegal conduct of any user.

If you do not agree to these terms and conditions you must immediately cease using or visiting the Expertise Events portfolio of websites.

Pages within the Website may contain links and pointers to the websites of other parties

that are not under the control of Expertise Events. Accordingly, Expertise Events makes no representation or endorsement concerning the content of any such website which you may use at your own discretion and which you shall review "as is".

Linked websites are not under the control of Expertise Events and Expertise Events is not responsible for the conduct of companies linked to this Website. Before disclosing information on any other website, Expertise Events advises you to examine the terms and conditions of use of the other website.

### **Refunds & Returns**

Unless otherwise specified:

- All tickets purchased from the Website are strictly purchased on a non-return basis. There are no exceptions to this ticket return policy.
- All merchandise purchased from the Website is purchased on a non-return basis. We will not refund merchandise for a 'change of mind' or 'wrong choice' at any time.
- If you have received goods purchased via the on-line shop that have been damaged in transit and it can be shown that Expertise Events did not take duty of care when shipping the item correctly, a replacement may be issued at the sole discretion of Expertise Events. In this case, the damaged goods must be returned in their original packaging to Expertise Events, within 14 days of being posted to you by Expertise Events.

### **Shipping**

All products purchased from [www.expertiseevents.com.au](http://www.expertiseevents.com.au) and its associated websites will be shipped at the discretion of Expertise Events. Freight and postage charges are included within the cost of each item.

### **Delivery**

Every attempt will be made by Expertise Events to deliver products purchased from the Website within an acceptable time-frame.

However, as delivery is handled by logistics companies (such as Australia Post), Expertise Events can not be held accountable for any delays caused during transit.

In the event that you believe your order has experience extended delays please contact Expertise Events immediately.

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