

ZAA Conference Participation Agreement: Consent, Disclaimer & Code of Conduct

1. Privacy & Media Consent

1.1 Privacy

ZAA adheres to a comprehensive Privacy Policy governing all information provided to us. Your name, organisation, and email address may appear on the delegate list, which is shared with other delegates, ZAA Corporate Members, conference sponsors, and exhibitors. Your name and contact details may also be used by parties directly related to the event, such as ZAA-approved stakeholders and sponsors. If you prefer to opt out, please email admin@zooaquarium.org.au by **23 July 2026**.

1.2 Audio and Visual Recording

Photographs, audio, and/or video recordings may be taken or live-streamed during parts of the ZAA Conference. These materials may be published on ZAA newsletters, websites, and social media channels, as well as on co-organisers' online platforms. They may also be reproduced in various media, including ZAA publications, social networks, and press, for event-related purposes or broader association and promotional activities. By attending a ZAA-organised (or co-organised) event, you consent to appearing in such photos and/or videos as described above.

While ZAA is under no obligation to do so, we will consider reasonable requests to stop using a particular image or recording. Please submit such requests in writing to admin@zooaquarium.org.au

2. Event Terms & Conditions

2.1 Disclaimer

At the time of registration, ZAA provides the most current information available. However, delegates and speakers acknowledge that event content or delivery may change beyond ZAA's control. ZAA will not be responsible for any errors, omissions, or changes to the program or content. ZAA reserves the right to make changes as deemed necessary without penalty, and in such cases, no refunds, partial refunds, or alternative offers will be provided.

Additional points:

- ZAA reserves the right to update the *ZAA Conference Participation Agreement: Consent, Disclaimer & Code of Conduct* without notice.

- ZAA cannot control all content published or disseminated at the event. You may find other delegates' communications or materials inappropriate or misleading; however, you are solely responsible for your interactions and agree to act according to ZAA's Conference Code of Conduct (section 2.8 below).
- ZAA, its directors, employees, agents, and affiliates shall not be liable for any losses, damages, liabilities, claims, or expenses arising from or related to the event.

2.2 Registration

If registering on behalf of another delegate, you are responsible for informing them of these terms and conditions and providing accurate registration details.

2.3 Cancellations / Refunds

All cancellations must be submitted in writing via email and acknowledged by ZAA. If you do not receive confirmation within two business days, please contact ZAA at admin@zooaquarium.org.au.

- Cancellations received more than 7 business days prior to the event will be refunded in full, less any credit card transaction fees.
- Cancellations after this date cannot be refunded; however, registration may be transferred to another person by notifying ZAA in writing.
- Online registration is considered confirmed upon receipt by ZAA.
- Failure to pay or written cancellation triggers ZAA's right to recover all outstanding amounts as a debt.

ZAA reserves the right to refuse attendance to delegates who have not paid in full. If ZAA cancels an event, registration fees will be refunded in full, less transaction fees. ZAA accepts no liability for additional costs incurred by delegates and recommends obtaining personal insurance.

2.4 Fees and Payments

Payment must be made prior to the event unless otherwise agreed with ZAA.

2.5 Indemnity

If the venue or speakers change or the event is cancelled for reasons beyond ZAA's control, ZAA will attempt to reschedule. Delegates agree to indemnify and hold ZAA harmless from any costs, damages, or expenses incurred. ZAA does not accept responsibility for costs or fines incurred by delegates.

2.6 Insurance

Registration fees do not include insurance. Delegates are strongly advised to obtain personal travel and medical insurance, including coverage for cancellation, airfare loss, medical expenses, property damage, and repatriation. ZAA accepts no responsibility for delegates failing to insure.

2.7 Force Majeure

Neither party shall be liable for delays or defaults caused by conditions beyond their control, including Acts of God, government restrictions, wars, insurrections, or other causes beyond reasonable control.

Entire Agreement

These terms and conditions, along with any event order forms, constitute the entire agreement between the parties and supersede all prior discussions or agreements.

2.8 Conference Code of Conduct

ZAA is committed to providing a safe, inclusive, and respectful environment for all participants. By attending, you agree to:

- **Respect and Professionalism:** Treat all attendees, speakers, staff, and venue personnel with courtesy. Harassment or disruptive behaviour will not be tolerated.
- **Inclusivity:** Avoid language or actions that marginalize others based on race, gender, sexual orientation, disability, religion, or other protected characteristics.
- **Safety and Wellbeing:** Follow all health, safety, and emergency protocols.
- **Responsible Engagement:** Engage constructively; personal attacks or aggressive behaviour are prohibited.
- **Compliance:** Adhere to all applicable laws, venue regulations, and ZAA policies.

Consequences: ZAA reserves the right to take appropriate action, including removal without refund, for any breach of this Code of Conduct.