



Ticket Terms and Conditions

The PARKinson's Conference 2026

Thursday, 8 October 2026

The Parkinson's Gala Dinner & Industry Awards 2026

Saturday, 10 October 2026

Maroochy RSL Events Centre, Queensland

Ticket Terms and Conditions ("Terms")

These terms apply to tickets for:

- **The PARKinson's Conference 2026**, Thursday, 8 October 2026; and
- **The Parkinson's Gala Dinner & Industry Awards 2026**, Saturday, 10 October 2026,

held at Maroochy RSL Events Centre, Queensland.

Each is referred to separately as an **Event**.

The Events are organised by **Alive Physiotherapy Pty Ltd trading as The Parkinson's Centre**, ABN 91 646 055 370, referred to as the **Organiser, we, us or our**.

The Organiser is not itself a registered charity. The Events are conducted to raise funds for the Parkinson's Support Fund as described in 3.

1. Definitions

Within these Terms and Conditions:

- 1.1 "ACL" means Australian Consumer Law, Schedule 2 to the Competition and Consumer Act 2010 (Cth)
- 1.2 "Business Day" means a day on which banks are open for business in Queensland but is not a Saturday or Sunday or public holiday.

2. Acceptance and documents forming the agreement

- 2.1 By purchasing, receiving or using a ticket, you agree to:
- (a) these Terms;
 - (b) the Refund and Cancellation Policy;
 - (c) any applicable venue conditions; and
 - (d) any additional conditions clearly disclosed before the ticket is purchased.
- 2.2 The Refund and Cancellation Policy forms part of these Terms.
- 2.3 The documents are intended to operate consistently. If there is an inconsistency between these Terms and the Refund and Cancellation Policy in relation to refunds, cancellations, postponements, transfers or Event changes, the provision that gives the ticket holder the greater entitlement will apply, unless the inconsistency is clearly the result of an administrative or drafting error. Nothing in these documents limits any right or remedy that cannot lawfully be excluded.
- 2.4 Nothing in these documents limits any right that cannot lawfully be excluded.
- 2.5 If you purchase a ticket for another attendee, you confirm that you are authorised to provide their information and that you will make these Terms and relevant Event information available to them.

3. Fundraising purpose

- 3.1** The Events are conducted to support the Parkinson's Support Fund, which helps local people access essential care when government funding is delayed or unavailable.
- 3.2** Unless expressly stated otherwise, a ticket payment is a payment for the right to attend the relevant Event and to receive the inclusions described on the authorised ticketing page. A ticket payment is not a donation.
- 3.3** The Organiser may apply ticket revenue towards the costs and expenses of conducting the Events, including venue, catering, speaker, presenter, entertainment, supplier, administration, ticketing, payment-processing, marketing, professional and other Event-related costs.
- 3.4** Surplus funds from the Events will be applied towards the Parkinson's Support Fund, subject to refunds, chargebacks, cancellations, supplier costs and other Event expenses.
- 3.5** Unless the Organiser expressly states otherwise in writing, ticket purchases are not tax-deductible donations. Any tax deductibility of a separate donation, sponsorship or contribution will depend on the nature of the payment and the status of the recipient.
- 3.6** These Terms apply to tickets for attendance at an Event. They do not apply to raffle tickets, auction bids, games of chance, donation pledges, sponsorship packages, exhibitor packages or other fundraising activities conducted in connection with an Event, unless expressly stated. Those activities may be subject to separate Terms and conditions and applicable fundraising, gaming, tax and regulatory requirements.
- 3.7** This clause does not limit any refund, compensation or other remedy available under these Terms, the Refund and Cancellation Policy, the Australian Consumer Law or other applicable law.

4. Tickets and registration

- 4.1** Tickets are subject to availability.
- 4.2** A valid ticket or registration confirmation may be required for entry.
- 4.3** You are responsible for checking the following before completing your purchase:
 - (a) the Event;
 - (b) Event date;
 - (c) ticket type;
 - (d) quantity;
 - (e) attendee details; and
 - (f) contact information.
- 4.4** Incorrect attendee information does not automatically entitle the purchaser to a refund, but it may be corrected in accordance with these Terms.
- 4.5** Prices are stated in Australian dollars and include GST where applicable.
- 4.6** Any compulsory third-party booking or payment-processing fee will be disclosed during checkout.

- 4.7 We may refuse or cancel a registration that is fraudulent, copied, duplicated, obtained through an unauthorised sales channel or otherwise breaches these Terms.

5. Refunds where the attendee cannot attend

- 5.1 Except where required under the Refund and Cancellation Policy or by law, refunds are not available where an Event proceeds substantially as advertised and a purchaser or attendee:

- (a) changes their mind;
- (b) can no longer attend;
- (c) becomes unwell or injured;
- (d) experiences a change in personal circumstances;
- (e) has conflicting work, family or travel commitments;
- (f) experiences transport or accommodation difficulties;
- (g) arrives late; or
- (h) does not attend.

- 5.2 We may choose to provide a refund, credit or other accommodation in exceptional circumstances, but are not required to do so unless the law requires it.

- 5.3 Nothing in this clause excludes, restricts or modifies any right or remedy available under the Australian Consumer Law.

6. Ticket transfers

- 6.1 You may transfer your ticket to another person for the same Event without charge by notifying us in writing at least five Business Days before the Event.

- 6.2 The replacement attendee must agree to these Terms and supply any information reasonably required for Event administration.

- 6.3 Requests received less than five Business Days before the Event may be accepted at our discretion.

- 6.4 A late transfer will not guarantee that dietary, allergy, accessibility, seating or name-badge changes can be accommodated.

- 6.5 Tickets must not:

- (a) be resold for more than their original purchase price;
- (b) be copied or altered; or
- (c) be used for an unauthorised promotion, competition or commercial purpose.

- 6.6 A ticket cannot be transferred between the Conference and the Gala Dinner & Industry Awards unless we expressly agree in writing.

7. Accidental duplicate bookings

- 7.1** If you believe you have accidentally made a duplicate booking, contact us promptly.
- 7.2** We may refund or cancel the duplicate booking where we are reasonably satisfied that:
- (a) the additional booking was made in error;
 - (b) the ticket has not been used, transferred or resold; and
 - (c) the request is made within a reasonable time after the error is discovered.
- 7.3** A duplicate-booking refund is otherwise at our discretion, subject to the Australian Consumer Law.

8. Programme, speaker and Event changes

- 8.1** The advertised programme, speakers, presenters, topics, entertainment, session times and Event arrangements are current at the time of publication but may change.
- 8.2** A speaker or presenter may become unavailable because of illness, travel disruption, professional commitments, technical difficulties or other circumstances.
- 8.3** Where reasonably necessary, we may:
- (a) substitute or remove a speaker, presenter or performer;
 - (b) change a presentation topic or session content;
 - (c) alter the order, timing or duration of sessions;
 - (d) deliver an individual presentation remotely or by prerecorded video;
 - (e) change seating, catering, rooms or spaces within the venue; or
 - (f) make another reasonable operational change.
- 8.4** All advertised speakers and presenters participate subject to their continuing availability.
- 8.5** The withdrawal, substitution or remote participation of an individual speaker will not ordinarily entitle a ticket holder to a refund where the Event continues and retains substantially the same overall purpose, character and value.
- 8.6** However, a ticket holder may have a right to a refund or other remedy where one change, or a combination of changes, makes the Event materially or significantly different from what was advertised when the ticket was purchased.
- 8.7** Relevant factors may include whether:
- (a) an affected speaker or component was promoted as a principal attraction;
 - (b) an appropriate substitute is provided;
 - (c) a substantial part of the programme is affected;
 - (d) the Event continues to deliver its advertised overall purpose and value; and
 - (e) the Australian Consumer Law provides a remedy.

8.8 Remote or prerecorded participation by an individual speaker is not, by itself, a change to the overall Event format.

8.9 A change of the Event as a whole from in-person attendance to an online or predominantly virtual format may constitute a significant change depending on the circumstances.

9. Postponement or rescheduling

9.1 If an Event is postponed or rescheduled:

- (a) tickets will automatically remain valid for the replacement date; and
- (b) we will notify ticket holders of the revised arrangements as soon as reasonably practicable.

9.2 A ticket holder who cannot attend the replacement date may request a refund. A refund under this clause will include the total amount paid for the affected ticket, including any compulsory booking or payment-processing fee charged as part of the ticket purchase, on the same basis as a refund under clause 10 (Cancellation).

9.3 Refund requests should be submitted within 10 Business Days after the replacement date is announced. A later request will still be considered and will be granted where required by applicable law.

9.4 If a replacement date has not been announced within 40 Business Days after the postponement is announced, the ticket holder may request a refund.

10. Cancellation

10.1 If we cancel an Event and it is not rescheduled, the original purchaser will receive a refund of the total amount paid for the affected ticket, including any compulsory booking or payment-processing fee charged as part of the ticket purchase.

10.2 Refunds will be processed through the authorised ticketing or payment platform using the original payment method wherever reasonably practicable.

10.3 Where the original payment method is no longer available, we may require additional information to verify the purchaser and arrange an alternative payment method.

11. Circumstances outside our reasonable control

11.1 We may postpone, relocate, modify, interrupt or cancel an Event where reasonably necessary because of circumstances outside our reasonable control. These may include:

- (a) severe weather or natural disaster;
- (b) public health emergency;
- (c) government direction;
- (d) venue closure or unavailability;
- (e) industrial action;

- (f) widespread transport disruption;
- (g) travel disruption affecting essential participants;
- (h) widespread or material technical failure;
- (i) safety or security concerns; or
- (j) another emergency.

11.2 The remedy available will depend on what caused the change, how substantially the Event is affected, these Terms and applicable law.

11.3 A refund is not automatically payable for a minor or reasonable programme adjustment.

11.4 Nothing in this clause limits any right or remedy available under the Australian Consumer Law.

12. Partial cancellation, interruption or shortening

12.1 If only a separately identifiable or separately priced component of an Event is cancelled or cannot be supplied, we will provide any remedy required by the Australian Consumer Law or other applicable law. In other cases, we may provide a proportionate refund, substitute benefit or other accommodation, having regard to:

- (a) the value of the affected component;
- (b) the balance of the Event provided;
- (c) whether the affected component was fundamental to the Event as advertised; and
- (d) applicable law, including ACL.

12.2 If the Event has already commenced and is interrupted or shortened, any refund or alternative remedy will be determined having regard to the circumstances, the proportion of the Event delivered and the Australian Consumer Law.

13. Travel and accommodation

13.1 Attendees are responsible for arranging their own travel, accommodation and associated expenses.

13.2 Subject to any non-excludable rights under the Australian Consumer Law or other applicable law, we are not liable for travel, accommodation or other incidental expenses incurred because an attendee changes their plans or is unable to attend.

13.3 Nothing in this clause excludes any entitlement to compensation for reasonably foreseeable loss available under the Australian Consumer Law or other applicable law.

14. Dietary requirements and allergies

14.1 Dietary and allergy information must be provided during registration or by any deadline communicated before the Event.

14.2 We will take reasonable steps to communicate relevant information to Maroochy RSL and authorised catering or Event personnel.

14.3 However:

- (a) food may be prepared in facilities that handle common allergens;
- (b) a completely allergen-free environment cannot be guaranteed; and
- (c) late requests may not be accommodated.

14.4 Attendees with a medically diagnosed allergy or risk of anaphylaxis remain responsible for carrying prescribed medication and taking precautions appropriate to their circumstances.

15. Accessibility

15.1 Accessibility requirements should be provided during registration or communicated to us as early as possible.

15.2 We will take reasonable steps to accommodate accessibility requirements, subject to:

- (a) sufficient notice;
- (b) venue capabilities;
- (c) safety requirements; and
- (d) the nature and reasonableness of the requested adjustment.

15.3 We do not guarantee that every requested adjustment can be made, but nothing in this clause limits any legal obligation applicable to us.

16. Health and safety

16.1 Attendees must comply with reasonable health, safety, security, emergency and venue directions given by:

- (a) the Organiser;
- (b) Maroochy RSL; or
- (c) authorised Event personnel.

16.2 Information presented at the Conference is general educational information. It is not individual medical or clinical advice and should not replace advice from an appropriately qualified health professional familiar with the attendee's circumstances.

17. Attendee conduct

17.1 Attendees must behave safely and respectfully.

17.2 Attendees must not engage in:

- (a) unlawful conduct;
- (b) abuse or threats;
- (c) discrimination or harassment;
- (d) unsafe behaviour; or

(e) seriously disruptive conduct.

17.3 We may reasonably refuse entry or require an attendee to leave where necessary to protect people, property, the venue or Event operations.

17.4 No refund will ordinarily be provided where an attendee is reasonably refused entry or removed because they:

- (a) breached these Terms;
- (b) breached applicable venue conditions;
- (c) failed to comply with responsible service of alcohol requirements;
- (d) failed to follow a lawful and reasonable safety or operational direction; or
- (e) presented an invalid, copied, duplicated, altered or unauthorised ticket.

17.5 Nothing in this clause limits any right that cannot lawfully be excluded.

18. Photography, filming and recording

18.1 The Events may be photographed, filmed, livestreamed or recorded for reporting, educational, promotional and archival purposes.

18.2 General Event and crowd imagery may incidentally include attendees.

18.3 We will seek consent before deliberately photographing or filming an attendee as the identifiable featured subject of promotional material.

18.4 An attendee who does not wish to be photographed or filmed should notify us before the Event or speak with Event staff on arrival. We will take reasonable steps to communicate that preference to Event photographers, but cannot guarantee exclusion from wide-angle, crowd or incidental footage.

18.5 Images and recordings will be handled in accordance with our Privacy Policy.

18.6 Attendees must not livestream presentations or make commercial recordings without prior written permission.

18.7 Personal photography is permitted unless otherwise advised, provided it does not:

- (a) disrupt the Event;
- (b) infringe intellectual property rights; or
- (c) unreasonably interfere with another person's privacy.

19. Intellectual property

19.1 Presentations, recordings, Event materials, photographs, graphics, logos and other Event content remain the property of the Organiser, presenters or other relevant rights holders.

19.2 Purchasing a ticket does not grant permission to reproduce, publish, distribute, sell or commercially exploit Event content except:

- (a) with prior written permission; or

- (b) as otherwise permitted by law.

20. Personal information and privacy

20.1 We collect and use personal information to:

- (a) process registrations and payments;
- (b) administer the Events;
- (c) communicate important information;
- (d) support safe and accessible participation; and
- (e) meet legal and operational requirements.

20.2 Dietary, allergy, accessibility and similar information may constitute sensitive information, including health information.

20.3 Where you voluntarily provide that information, you consent to us collecting and using it to:

- (a) cater for you;
- (b) support safe and accessible participation; and
- (c) meet applicable legal requirements.

20.4 Where reasonably necessary, relevant information may be disclosed on a need-to-know basis to Maroochy RSL and authorised catering or Event personnel.

20.5 You may choose not to provide this information, but doing so may mean that we cannot accommodate your requirements.

20.6 You may withdraw your consent before the Event by contacting us, although this may affect our ability to provide the requested accommodation.

20.7 Personal information will be handled in accordance with The Parkinson's Centre Privacy Policy: <https://www.theparkinsonscentre.com.au/privacy-policy/>.

20.8 Event registration does not automatically constitute consent to receive unrelated marketing communications.

21. Third-party ticketing services

21.1 Ticket sales may be processed through Eventbrite or another authorised third-party provider.

21.2 Use of that platform may also be subject to the provider's Terms and privacy policy.

21.3 Where you are entitled to a refund under these Terms, the Refund and Cancellation Policy or applicable law, the refund will be processed through the authorised platform wherever reasonably practicable.

22. Liability

- 22.1** To the maximum extent permitted by law, the Organiser is not responsible for loss or damage arising from:
- (a) an attendee's failure to follow a reasonable direction;
 - (b) reliance on general educational information as individual advice;
 - (c) loss, theft or damage to personal belongings;
 - (d) misuse of, or reaction to alcohol consumed at the Event;
 - (e) any reaction to food consumed at the Event; or
 - (f) circumstances outside the Organiser's reasonable control.
- 22.2** Nothing in these Terms excludes, restricts or modifies any consumer guarantee, right, remedy or liability that cannot lawfully be excluded.

23. Changes to these Terms

- 23.1** The version of these Terms in effect when a ticket is purchased applies to that ticket.
- 23.2** We may make an administrative or legally required amendment after purchase, or an amendment that does not materially disadvantage an existing ticket holder.
- 23.3** We will not retrospectively reduce an existing ticket holder's substantive rights without their agreement, except where required by law.
- 23.4** Any material amendment affecting an existing ticket holder will be communicated using the contact information supplied during registration.

24. Event communications

- 24.1** Important notices may be sent to the email address supplied with the booking and published through the authorised ticketing platform or Event website.
- 24.2** The purchaser is responsible for:
- (a) supplying accurate contact information;
 - (b) monitoring the contact address supplied; and
 - (c) providing relevant notices and Terms to any attendee for whom they purchased a ticket.

25. Governing law and severability

- 25.1** These Terms are governed by the laws of Queensland, Australia.
- 25.2** The parties submit to the jurisdiction of the courts and tribunals of Queensland.
- 25.3** If any provision is void or unenforceable, it will be severed to the extent necessary and the remainder of these Terms will continue to operate.

26. Australian Consumer Law

- 26.1 Our Events come with consumer guarantees that cannot be excluded under the ACL.
- 26.2 If an Event is cancelled, materially or significantly changed, or not supplied in accordance with applicable consumer guarantees, a ticket holder may be entitled to a refund, partial refund, compensation or another remedy.
- 26.3 Nothing in these Terms excludes, restricts or modifies any consumer guarantee, right, remedy or liability that cannot lawfully be excluded.

27. Contact

- 27.1 **Address:** The Parkinson's Centre Alive Physiotherapy Pty Ltd ABN 91 646 055 370 354 Mons Road Forest Glen QLD 4556
- 27.2 **Email:** admin@theparkinsonscentre.com.au **Telephone:** 07 5345 5268

28. Refunds

- 28.1 Requests for refunds or ticket transfers must be made in accordance with section 14 of the Refund and Cancellation Policy.