



The Auslan Factory
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MA Sign Language Linguistics
MA Special Education – Deaf
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Terms and Conditions for Events

Terms and Conditions of Sale

Please read these Terms and Conditions carefully before purchasing a ticket. By purchasing a ticket from The Auslan Factory, you agree to be bound by these Terms and Conditions.

These Terms and Conditions relate both to the sale of tickets and attendance at events.

These Terms and Conditions apply to both the original purchaser and any subsequent ticketholders (“you”).

The Auslan Factory may vary these Terms and Conditions at any time by updating them. Any variations will only apply to ticket purchases made after these Terms and Conditions have been updated.

Tickets

- All payment is non-refundable.
- Non-attendance is non-refundable
- The Auslan Factory has the rights to cancel the event at any time and will refund (less admin costs) the ticket fee.
- If due to government mandate or law the event cannot be held in-person, reasonable adjustments may be made to hold the event on a video conferencing platform.

Refunds

We provide refunds if you are unable to Attend your Booking due to any of the reasons below and have provided the evidence requested below.

- Pregnancy Complication
- Death of Immediate Family
- Theft of Documents
- Jury Service
- Court Summons
- Armed Forces & Emergency Services Recall

At the discretion of The Auslan Factory we may provide refunds due to...

- Home Emergencies
- You, or someone within your Immediate Household, become infected with Covid-19 within the 7 days immediately prior to Attending Your Booking, meaning you have to isolate or shield; supported either by evidence of a

positive PCR test result or communication of isolation from your relevant government following a RAT test.

- Someone within your Immediate Household, becomes infected with Covid-19, meaning you have to isolate or shield according to the law of the appropriate national government, supported by evidence of positive PCR test or government communication of isolation.
- The hospitalization, or death, of Your Immediate Family Member due to Covid-19, within the 30 days immediately prior to attending your booking; supported by a medical / death certificate.

We **do not** refund if you made your booking by mistake, or it is no longer wanted or needed.

If your booking is cancelled or postponed and you can no longer attend, please contact The Auslan Factory.

Event Photography and Videography

By attending the event, you and each attendee in your group acknowledge and agree that you each may be filmed and/or recorded, and you each give permission to The Auslan Factory to use your image, likeness and voice obtained at the event in all media throughout the world for any purpose and without any compensation. Your image may be taken at any time for use in marketing materials. You authorise the use of your image for these purposes.

Any resources or materials provided at the event are the property of The Auslan Factory. These are for the sole use of the ticket purchaser. You do not have the right to re-use, reproduce, re-sell or change any of these materials.

Code of Conduct

You may be denied entry into, or removed from, an event where The Auslan Factory or Venue Company has reasonable grounds to do so, including if you breach these Terms and Conditions or the Venue's Terms, or you are intoxicated, under the influence of illicit drugs, inappropriately attired or adversely affecting the enjoyment of the event by others.

During the event and on site, you must always conduct yourself appropriately. Always be respectful and courteous. Be kind to others. Inappropriate and obscene language, insults and mockery are not accepted. Any violence, swearing or inappropriate behaviour shown, the perpetrator will be asked to leave the event.

You agree to accept the guidelines of the venue site and follow fire safety procedures.

Liability

To the extent permitted by law, The Auslan Factory does not accept any liability in contract, tort or otherwise for any injury, damage, loss (including consequential loss), delay, additional expense or inconvenience caused directly or indirectly by the acts, omissions or default, whether negligent or otherwise, of third party providers over whom

they have no direct control, force majeure, insolvency, or any other event which is beyond our control or which is not preventable by reasonable diligence on their part.

The Auslan Factory takes all reasonable steps to provide you with a safe learning experience. However, The Auslan Factory will not be liable for any person in respect the loss of life or personal injury to, any person, whether that loss, damage or personal injury is caused by any person's negligence (including the negligence of The Auslan Factory) or otherwise. This exclusion of liability does not apply to liability which cannot by law be contracted out of.

The Auslan Factory takes no responsibilities for any lost, stolen or damaged personal property, brought into or stored at our events.

By purchasing tickets, you are agreeing to the Terms and Conditions outlined above.