



Australian Institute of  
Landscape Architects

# AILA Event Terms and Conditions

## 1. Purpose

1.1 These Event Terms and Conditions (“Terms”) apply to all attendees of events organised by The Australian Institute of Landscape Architects (AILA) whether in-person or virtual. By registering for and/or attending an event, you agree to be bound by these Terms and Conditions.

## 2. Compliance

2.1 These Terms apply to in-person-events, online webinars, programs, courses, the Festival of Landscape Architecture, and any other AILA event. Please read these Terms carefully as registration indicates your agreement to these Terms, regardless of whether you are:

- registering for an event with AILA; or
- attending or participating in the Event, even if you are not required to pre-register for the Event.
- AILA reserves the right to amend these Terms from time to time.

## 3. Definitions

3.1 **AILA** (“our”, “we”, “us”) refers to the Australian Institute of Landscape Architects, ABN 84 008 531 851.

3.2 **Attendee** (“you”, “your”) refers to the delegate or registrant.

3.3 **Fee** refers to the amount payable as outlined in the Registration Form.

3.4 **Event** means any event organised or co-organised by AILA, including the Festival of Landscape Architecture.

3.5 **Event Terms and Conditions** means these Terms and Conditions.

3.6 **Registration Form** refers to the registration or booking form for the Event.

3.7 A reference to a party includes its officers, employees, agents, and contractors.

## 4. Registration and payment

4.1 Registration must be completed via the AILA website or by submitting a completed registration form, in accordance with the specific requirements of the Event.

4.2 Your place at the Event is confirmed only upon full payment of any applicable fees and receipt of confirmation from AILA.



4.3 Some Events have limited capacity. Registration, or attendance at Events where pre-registration is not required, is managed on a “first-in” basis.

4.4 AILA reserves the right to reject or cancel any registration at its sole discretion. Any applicable fees paid will be refunded.

4.5 Attendance by non-registered guests (including children or partners) may be permitted at certain social functions with prior approval or separate registration. Children under 18 must be accompanied and supervised by a registered adult attendee at all times.

4.6 If you have been invited to attend an Event without the need for registration or payment, you must confirm your attendance within the timeframe specified in the invitation (if any) to secure your place.

## **5. Fees and Payment**

5.1 Fees (if any) are outlined on the event registration page and are payable in the currency specified.

5.2 AILA Members may receive discounted rates as specified.

5.3 Payments must be made in full prior to the event date. No access will be granted without full payment.

## **6. Cancellations and Refunds**

6.1 Cancellations must be made in writing and received at least nine (9) business days before the event to receive a full refund (less any administration fee, as reasonably determined by AILA).

6.2 No refunds will be issued for cancellations received after this period or for non-attendance.

6.3 If you are unwell on the day of the Event, you must notify AILA within writing before the event to receive a credit (less any administration fee, as reasonably determined by AILA).

6.4 In the event AILA cancels or reschedules the event, registrants will be offered a refund or the option to transfer to a future event.

6.5 For the Festival of Landscape Architecture, if AILA receives your cancellation notice:

6.5.1 Twenty-one (21) business days or more before the Festival start date, AILA will refund the Fees paid, less a 10% administration fee;

6.5.2 Between twenty (20) and ten (10) business days before the Festival start date, AILA will refund 50% of the Fees;

6.5.3 Nine (9) business days or less before the Festival start date, no refund will be provided.

## **7. Attendees' rights and obligations**

7.1 You are expected to behave in a professional and appropriate manner at all Events consistent with the AILA Member Code of Conduct and all applicable laws.



- 1.1 Any incidents of misconduct, harassment, or behaviour inconsistent with the AILA Code of Conduct can be reported confidentially to AILA staff during or after the Event.
- 1.2 You must also comply with all verbal and written directions issued by AILA or the venue during entry of, or departure from the Venue (including without limitation adherence to acceptable noise levels and conduct within the exhibition space).
- 1.3 AILA and/or the venue may conduct bag checks or implement security procedures at Events. All attendees must comply with any safety or evacuation procedures as instructed by venue or Event staff.
- 1.4 AILA reserves the right, at its absolute discretion and without liability, to refuse admission to or remove any attendee from an Event. This may occur if you fail to comply with these Terms or, in AILA's opinion, pose a security or health risk, or cause disruption, nuisance, or annoyance to other attendees or the operation of the Event.
- 1.5 Professional photography or the recording/transmitting of audio or visual material, data, or information is prohibited without prior written consent from AILA. Personal photography or videography for social media is permitted, unless otherwise advised by AILA.

## **2. Event changes**

2.1 AILA reserves the right at any time to:

- i) Change the format, participants and/or speakers, content, location and timing, or any other aspect of an Event.
- ii) Postpone Events or any part of those Events.
- iii) Cancel an Event or any part, and will not be liable to you for any damages, costs, losses or expenses of any kind incurred or suffered by you in connection with AILA modifying, postponing or cancelling a course or any part. (Refer to Section 6 with regards to Cancellations and Refunds for ticketing fees).

2.2 If an Event is cancelled or postponed by AILA and you are unable to attend the rescheduled Event, AILA will provide you with a credit, in the amount of the fees paid, that can be applied toward another event (transfer credit) or a full refund.

2.3 The content and program of an Event are accurate at the time of publication. AILA reserves the right to make changes as necessary but will use reasonable efforts to deliver a program and content of an equivalent standard.

2.4 Event content is sourced from providers believed to be reputable and reliable; however, AILA accepts no liability for any inaccuracies or misrepresentations. The information presented during an Event does not constitute professional advice and should not be relied upon as a substitute for independent professional consultation or as a comprehensive consideration of individual circumstances.



Acting on information provided at an Event does not guarantee fulfilment of any legal or professional obligations. Participants are responsible for exercising their own judgment regarding the relevance and applicability of the information presented.

### **3. Online Event Participation**

- 3.1 Attendees are responsible for ensuring they have appropriate technology and a stable internet connection to access virtual components of an Event.
- 3.2 Access credentials (e.g., login links) are for individual use only and must not be shared.
- 3.3 Events may be recorded, and attendees who participate may appear in the recording via audio or video.
- 3.4 Chat and interactive features must be used respectfully and in accordance with AILA's standards of conduct.
- 3.5 Event times will be listed in AEDT or AEST, as applicable. Attendees are responsible for confirming the correct time in their local time zone.

### **4. Risk management**

- 4.1 AILA is committed to providing inclusive and accessible Events. If you have specific access requirements (e.g. wheelchair access, AUSLAN interpretation), please notify AILA at least ten (10) business days prior to the Event.
- 4.2 Attendees must comply with any health and safety measures in place at the time of the Event, including those related to infectious disease management, such as COVID-19. This may include mask-wearing, vaccination requirements, or QR check-ins if mandated.
- 4.3 AILA accepts no liability for the loss of, or damage to, any personal equipment, materials, or belongings brought to the Event venue, whether caused by fire, theft, accident, injury, or otherwise.
- 4.4 Attendees are responsible for their own health and wellbeing during the Event. AILA is not liable for any loss, damage, or injury incurred in connection with attendance or participation.
- 4.5 Where alcohol is served, all attendees must comply with local Responsible Service of Alcohol (RSA) laws. AILA reserves the right to remove any attendee from an Event if their behaviour, including due to intoxication, poses a safety risk, causes disruption, or is otherwise inappropriate.
- 4.6 Any liability incurred by AILA in connection with an Event is strictly limited to a refund of the Fees paid. All guarantees, representations, conditions, and warranties of any kind are expressly excluded to the fullest extent permitted by law.
- 4.7 Travel and accommodation arrangements are the sole responsibility of the attendee. AILA accepts no liability for any losses or costs incurred due to Event changes, postponements, or cancellations.



## 5. Privacy

- 5.1 Protecting your privacy and your personal information is an important aspect of the way AILA conducts its activities, online and offline.
- 5.2 You acknowledge that you may be filmed, recorded, and/or photographed by AILA, the media, or other third parties during the Event. You grant AILA the right to use any such film, recordings, or photographs for editorial, promotional, publicity, or advertising purposes, including publication without prior notice or further consent. This includes use on AILA's website, social media, printed materials, and other communication channels.
- 5.3 By registering for an Event, you consent to AILA collecting, using, and disclosing your personal information (including credit card information) to administer the Event. This may include the production of attendee lists, use of photographs for marketing and related purposes, sharing information with Event sponsors, and updating your Continuing Professional Development (CPD) record, unless you notify us otherwise. AILA may also use third-party applications for communication and advertising in relation to the Event. Credit card details will be disclosed only for payment processing purposes.
- 5.4 Please contact AILA via your local [Chapter Manager](#) or [admin@aila.org.au](mailto:admin@aila.org.au) to update or correct your details.
- 5.5 In all other aspects, AILA will collect, use and disclose personal information provided to it in accordance with its [Privacy Policy](#) or provided on request.

## 6. Force Majeure

- 6.1 AILA is not liable for any delay or failure to perform its obligations under these Terms due to events beyond its reasonable control. This includes, but is not limited to, natural disasters, pandemics, government restrictions, strikes, industrial action, or other unforeseen circumstances that prevent or hinder the delivery of the Event.

## 7. Review

- 7.1 These Terms will be reviewed as required, or at least once every three years, to ensure they remain current and fit for purpose.

## 8. Related Policies

- 8.1 [AILA Code of Professional Conduct](#)
- 8.2 [AILA Constitution](#)
- 8.3 [AILA Privacy Policy](#)
- 8.4 [AILA Board and Executive Expense Policy](#)