

ACKNOWLEDGEMENT

The Terms and Conditions contain the rules and restrictions to which each delegate must agree before purchasing any registration(s) to any Conference(s).

Each Registration is a contract between:

(A) the Purchaser and any delegate replacing the Purchaser, (where a sale or transfer from the Purchaser has been authorised and is valid) and;

(B) the organisation(s) with the legal and/or contractual rights (i) to sell and/or issue registrations to a Conference, and (ii) to grant access the Venue for the purposes of attending the Conference, subject to the Registration being valid.

The Conditions set out below contain the rules and restrictions around both the purchase of and use of that Registration.

Registrations processed by the University of Auckland Event Services are sold on behalf of the International Association of University Libraries (IATUL) responsible for the 44th IATUL Annual Conference or IATUL 2024 and are subject to the conditions applicable to their event. Registrations sold via Event Services' websites are non-refundable and cannot be exchanged without written notification and within the timeframe given in the cancellation and refund policy.

By processing their online registrations, Delegates agree to the Terms and Conditions listed here.

PROCESS TO CONFIRM YOUR ONLINE REGISTRATION

Pay by Credit: Register online and pay the required conference fees straight away by **Visa or Mastercard** to secure your booking.

Pay by Bank: Register online and pay by bank via **Account2Account** or **invoice**. This option is only available at the discretion of the organising committee.

On the completed submission of the registration form, an acknowledgement email detailing all items reserved will be forwarded, along with an invoice statement detailing payments made and/or outstanding.

No registration is considered confirmed without full payment of conference fees.

Registration processed under Pay by Bank will not be confirmed and remain tentative only until paid. Registration codes will only be sent to delegates once dues are cleared.

Event Services reserves the right to cancel outstanding registrations and sell the space to others if payment is not received within 7 days of invoice.

CANCELLATION AND REFUND POLICY

All conference cancellations and requests for refunds must be made in writing by the purchaser. Requests must be sent to the [IATUL 2024 Conference Email](#) with your Order Number received. Telephone requests will not be honoured. When the conference registration fees are inclusive of morning and afternoon teas, lunches, welcome reception, conference dinners or excursions, no discount or refunds are available for delegates who do not wish to attend these events according to the IATUL Schedule of Refunds below.

IATUL Schedule of Refunds:

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- Cancellation **more than 60 days** before the event: **100%** refund.
- Cancellation **less than 60 days** and **more than 30 days** before the event: **90%** refund.
- Cancellation **less than 30 days** but **more than 14 days**: **80%** refund.
- Cancellation **less than 14 days**: **no refund**.
- Cancellation must be in writing. The effective date is the date of dispatch.

Substitutions – Paid registrations can be transferred to another member of the same organisation. The request for this must be received **no later than 72 hours** before the conference starts. Please advise of substitutions in writing so a correct name tag can be made available at the registration desk.

Emergency Illness or Death of Registrant or Immediate Family Member: Refunds may be granted if an attendee is unable to attend the Conference due to a family death, illness, or other extraordinary circumstance. In such circumstances, Event Services may be contacted by email.

Event Services shall not be required to refund any fees or charges paid in addition to the Face Value of the Registration for example, any Handling Fee or postage or courier charges except where required by applicable New Zealand law. No interest or costs will be payable in respect of any monies refunded. Neither Event Services nor the organiser will be liable for any associated costs, expenses or loss (including, without limitation, any indirect and/or consequential loss, such as for travel to the Venue or any accommodation costs).

DISCLAIMER

Event Services assumes no responsibility for any error, omission, interruption, deletion, defect, delay in transmission or line failure to this website.

Event Services and/or the organisation responsible for the event reserves the right to change details on this website at any time.

Registration purchases are subject to the above **Terms & Conditions of Sale**. Please read the conditions carefully. By processing your registration on the website, you are agreeing to be bound by these Terms & Conditions.

Admission to a Venue will only be authorised upon presentation of a valid and paid registration.

Admission to a Venue will be refused to any person noticeably under the influence of alcohol, narcotics or any behaviour-modifying substance, or to any person behaving, or considered by any Authorised Person likely to behave, violently, harmfully or in a manner contrary to public order and/or safety. Admission will also be refused to any person who attempts to bring any Prohibited Item into a Venue.

Event Services nor the organising committee (all members collectively known as 'the organisers') of all Conferences cannot accept any liability for changes in venues, dates and programme if such changes are caused or results from the act, default or omission of any person other than an employee or agent of the organisers.

Event Services nor the organising committee (all members collectively known as 'the organisers') of all Conferences cannot accept any liability for death, injury, any loss, cost or expense suffered by any person (including accompanying persons, partner, or attendant caregivers), if such a loss is caused or results from the act, default or omission of any person

other than an employee or agent of the organisers. In particular, the organisers cannot accept liability for losses arising from the provision or non-provision of services provided by hotel companies or transport operators. Nor can the organisers accept liability for losses suffered by reason of war including threat of war, riots, civil strife, terrorist activities, natural disasters, weather, fire, flood, drought, disease pandemic, technical, mechanical or electrical breakdown within any premises visited by delegates and/or partners in connection with the conference. The organisers are not able to guarantee that any particular person will appear as a speaker or panellist.

CONTACT DETAILS

Event Services

The University of Auckland

Private Bag 92019 Victoria Street West, Auckland 1142, New Zealand

Email: IATUL2024@auckland.ac.nz