

AUSRAIL PLUS

MELBOURNE 2025

TERMS AND CONDITIONS

AusRAIL PLUS 2025 (AR25) is also known as **AR25**. The conference will be hosted from **25 to 28 November 2025** at the **Melbourne Convention and Exhibition Centre**. These Terms and Conditions extend to social functions hosted by AusRAIL PLUS 2025 during the conference.

Registration / payment

Registration

- As of **22 October 2025**, the late rate applies for every new registration.
 - If your standard registration remains unpaid by **4 November 2025**, it will be automatically upgraded to the late rate.

Payment conditions

- All payments are to be made in AUD. Please indicate the event “AR25”, the participant’s name, and the invoice number on all payments.
- Payment is due on receipt of the invoice. If payment is not provided on time, your registration may be cancelled.
- Full payment of all items is requested when registering (by credit card or bank transfer).
- From **27 October 2025**, only credit card payments will be accepted.
- All costs are to be borne by the ordering customer. Please note that payments made by bank transfer could be subject to fees payable to your local bank.
- Payment by personal cheque is not accepted.

As a global company headquartered in Geneva, our merchant facility is in Switzerland. In rare cases, an international transaction fee may be charged by your bank. Unfortunately, we cannot determine in advance when this may occur; however, we will refund any international transaction fees incurred by affected delegates. Please contact the registration team to make these arrangements.

GST (Goods & Services Tax)

Registration fees include 10% GST. Tax invoices issued will indicate the total GST included in the transaction.

Methods of payment

- Credit card: only MasterCard and Visa are accepted. All online card payments are subject to a 1.8% processing fee.
- Bank transfer – Payments should be made to:
 - Bank: National Australia Bank
 - Bank account name: Australasian Railway Association Limited
 - BSB: 082902
 - Account number: 806515361
 - Swift code: NATAAU3303M

Any bank fees associated with the transfer are the responsibility of the customer.

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Registration modifications and cancellation conditions

Cancellation policy

- All cancellations must be communicated in writing to MCI Australia (conference organisers) via registration@ausrail.com.
- Deposits will be refunded, less AUD 80 for administrative costs, only for cancellations received before **Friday 7 November 2025**.
- No registration refunds will be made after this date.
- Refunds will be processed after the event using the original payment method.

Transfer of registration

As an alternative to cancellation, your registration may be transferred to another individual within your organisation. All transfer requests must be submitted in writing to MCI Australia at registration@ausrail.com.

Transfers received after **11:59 PM AEST, 20 July 2025** will incur an administrative fee of **AUD \$50** per name change.

For **group registrations**, individual name changes within the group are permitted until **Friday 7 November 2025 and** will follow the same transfer policy and applicable fee if requested after the deadline. All administration fees will be charged at the discretion of Conference Organisers.

Postponed event policy

In the event the conference is postponed, existing paid registrations will automatically be transferred to the new conference dates. For existing paid registrations, you will receive a communication confirming the successful transfer of your registration. If you do not wish to proceed, notification in writing will be required no more than 30 days from the announcement date to receive a 100% refund. After this date, the standard cancellation policy will be applied.

Cancelled event policy

A 100% refund is applicable in the event of conference cancellation (excluding fees and bank charges).

Force majeure

The hotels, MCI Australia, and the Australasian Railway Association are not responsible for either the partial or total non-execution of the contract in the event of technology failure, accident, an act caused by a third party, such as Acts of God including, without limitation, credible threats of natural disaster in the geographic vicinity, war, curtailment or interruption of transportation facilities, threats or acts of terrorism or similar acts, governmental travel advisory, a governmental elevation of the terrorism alert level, civil disturbance, the issue of a Travel Warning by the World Health Organization or any other cause comparable events or disaster beyond the parties' control which prevents MCI Australia and the Australasian Railway Association from hosting AusRAIL PLUS 2025.

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Social functions

- AusRAIL PLUS 2025 reserves the right to cancel or vary social functions if minimum numbers are not reached.
- Due to catering commitments, we cannot refund social functions and additional ticket cancellations less than 60 days prior to the event.

Accommodation and travel

- Please refer to the hotel's individual cancellation policy to ensure you are aware of cancellation penalties that may be applicable at your chosen hotel. Accommodation cannot be confirmed without a valid credit card.
- Please refer to the hotel's individual payment policy as this may vary for when payment is due.
- Cancellations in whole or part may incur a penalty at the hotel's discretion.

Closure of a hotel

- If hotels promoted by AR25 close prior to the conference, MCI Australia (conference organisers) will assist to seek any pre-payment made by a delegate direct to the hotel and offer alternative options to the delegate. As the contract is directly between the hotel and the delegate, no guarantee can be provided by MCI Australia for any compensation. MCI Australia or the Australasian Railway Association will not be financially liable for any financial loss.
- When booking a hotel, be aware of the terms and conditions of the hotel you are entering into an agreement with.

Restrictions to travel

MCI Australia recommends ensuring travel to Australia is permitted. In the event domestic or international restrictions apply, MCI Australia or the Australasian Railway Association will not cover any expenses related to restrictions to travel to Melbourne, Australia during AusRAIL PLUS 2025.

Insurance and liability

It is recommended that participants obtain adequate coverage for travel, health, and accident insurance before they depart for the conference. MCI Australia, the Australasian Railway Association, the Melbourne Convention and Exhibition Centre, and any conference hotels cannot accept responsibility for personal injuries, or loss of, or damage to, private property belonging to the conference participants and accompanying persons.

Data privacy policy

For further information on how your data will be used, we invite you to carefully read the Data Protection and Privacy Policy: <https://www.mci-group.com/privacy-statement>

Privacy statement

- The provided name and contact information, including electronic address, may be used by parties directly related to the event such as the organisers and approved stakeholders, for relevant purposes such as promotion, networking, and administration of this, and future events of this type. If you do not consent, please email registration@ausrail.com.

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- In addition, your name, organisation, and country/state of origin may be published on the delegate list which may be provided to delegates, exhibitors, and sponsors at the conference. If you do not wish your details to be included in this list, please email registration@ausrail.com.

Email communication

- By providing your email address, you consent to be contacted by this method in relation to this event and future events of this type.
- All communication will be via the contact details you provided on your registration form, including email. AusRAIL PLUS 2025 cannot be held responsible for non-receipt of communication.
- If you do not wish your details to be used for any of the above purposes, please email registration@ausrail.com.

Release and waiver of liability

- The hotels (AC Hotel Melbourne, Crown Promenade Melbourne, Crown Metropol Melbourne, Crowne Plaza, Novotel Melbourne, Oakwood Hotel Melbourne, Pan Pacific Melbourne), MCI Australia, and the Australasian Railway Association, are not responsible for either the partial or total non-execution of the contract in the event of a technical fault, accident, natural disaster (either threatened or actual), in war, curtailment or interruption of transportation facilities, threats or acts of terrorism, governmental travel or terrorism advisory, Strikes, Lockout, civil disturbance, the issue of a Travel Warning by the World Health Organization or any other cause comparable events or disaster beyond the parties' control which prevents MCI Australia and the Australasian Railway Association from hosting AusRAIL PLUS 2025.
- The Organisers may at their entire discretion repay the delegate fee paid by the participant, or part thereof, but shall be under no obligation to repay the whole or part of such delegate fee, and shall be under no liability to the participant in respect of any actions, claims, losses (including consequential losses), costs or expenses whatsoever which may be brought against or suffered or incurred by the participant, as the result of the happening of any such event.

Photography / videography disclosure

As a registered participant, you agree to grant permission for MCI Australia and the Australasian Railway Association to use your likeness in a photograph or video in any and all of its publications and presentations, including website entries, without payment or any other consideration; to authorise AusRAIL PLUS 2025, MCI Australia and the Australasian Railway Association, to edit, alter, copy, exhibit, publish or distribute the photograph or video for purposes of publicising AusRAIL PLUS 2025 programs or for any other lawful purpose; to waive the right to inspect or approve the finished product, including written or electronic copy, wherein your likeness appears, that these materials will become the property of AusRAIL PLUS 2025, MCI Australia, and the Australasian Railway Association.

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Acceptable attendee behaviour

- AusRAIL PLUS 2025 aims to create a professional and respectful environment for all attendees. Therefore, all delegates should behave professionally and respectfully towards other attendees, presenters, and organisers.
- This includes communicating in a respectful and appropriate manner, complying with event rules and regulations, respecting intellectual property, avoiding disruptive behavior, and respecting confidentiality.
- Any delegate who violates these expectations may be asked to leave the event without refund.