



APP

Australasian Pharmacy
Professional Conference
& Trade Exhibition

18–20 March 2027
Gold Coast

Brought to you by



The Pharmacy
Guild of Australia

Terms and conditions for attendees

appconference.com

Version 2 | July 2026

Terms & conditions for attendees

The Australasian Pharmacy Professional Conference & Trade Exhibition 2026 (APP Conference) is organised and run by The Pharmacy Guild of Australia, Queensland Branch (ABN 87 076 197 623) (TPGA). By registering to attend the APP Conference, you agree to be bound by these terms and conditions (the Terms).

These Terms constitute the entire agreement between you and TPGA in respect of your attendance at the APP Conference. Any prior arrangements, agreements, representations, warranties or undertakings are superseded on submission of your registration form to TPGA. You acknowledge that you have not relied on any statement, promise, representation, assurance or warranty that is not set out in these Terms. To the maximum extent permitted by law, no other terms are implied by trade, custom, practice or course of dealing.

TPGA reserves the right to amend or replace any of these Terms at its sole discretion and with or without notice to you. The most recent version of these Terms is available on our website www.appconference.com. We recommend that you visit our website regularly to keep up to date with any changes. These Terms were published on 19 June 2026.

1. REGISTRATION AND PAYMENT

(a) To register to attend the APP Conference or any functions associated with the APP Conference, you must submit a registration form available on the [APP Conference website](#) (the Booking Portal)

(b) The Booking Portal will invite you to make payment of the registration fee by credit or debit card

(c) Payments made by credit/debit card payments are facilitated by our third party supplier, Stripe. Your credit card information is not shared with or stored by TPGA.

(d) Following successful registration and payment, you will receive an email to your nominated email address confirming your registration accompanied by a tax invoice receipt. Please carefully review this confirmation email. In the event of any errors to your registration or if you do not receive a confirmation email within 24 hours of submitting the registration form, please contact the Events Division of TPGA on (07) 3831 3788, or email events@qldguild.org.au.

(e) If you do not make full payment of the registration fee prior to attendance at the APP Conference, you will be refused entry to the APP Conference.

(f) Any request to change your registration must be emailed to events@qldguild.org.au. No such requests can be made over the phone.

(g) If you would like to transfer your registration to another delegate, you may do so, at the discretion of TPGA, if:

i. the substituted delegate is from the same organisation as you; and

ii. you have notified TPGA of the proposed substitution by email prior to 5pm on Wednesday 17 March 2027.

(h) TPGA reserves the right to refuse any transfer of your registration at TPGA's absolute discretion without the requirement to provide you with any reasons for such a refusal.

(i) Pharmacy students registering to attend the APP Conference must input their current student ID number in the Booking Portal. Students must bring their physical student ID card with them to the APP Conference, and may be asked to produce this to validate registration. If the student ID card cannot be produced at the APP Conference, you may be refused entry to the APP Conference.

(j) Pharmacy intern status will be checked on the AHPRA registration website. If non-interns register at the intern price, their registration will be cancelled and they will be given the opportunity to re-register at the applicable member or non-member rate.

2. ATTENDANCE

Your attendance at the APP Conference is, at all times, at the sole discretion of TPGA. You are expected to behave respectfully and professionally toward others during the APP Conference. Harassment, discrimination, or any form of inappropriate behaviour will not be tolerated. TPGA reserves the right to refuse your entry to the APP Conference, or to request that you leave the APP Conference, without notice for any reason whatsoever. If this occurs, TPGA has sole discretion whether or not to grant you a refund of the registration fee you have paid for that attendance.

You must at all times comply with:

i. these Terms;

ii. all applicable laws;

iii. any terms and conditions imposed by the Venue that is hosting the APP Conference, the Gold Coast Convention & Exhibition Centre (Venue); and

iv. any reasonable direction given to you by TPGA, the Venue host, or any of their employees, agents or contractors.

TPGA reserves the right to immediately terminate the registration of any delegate that TPGA reasonably believes is not complying, or has not complied, with the above Terms.

3. CANCELLATION AND REFUNDS

Registration

If you wish to cancel or transfer your registration to the APP Conference, the following cancellation and refund policies apply:

Notwithstanding the above table, no refund will be provided for cancellation of trade hall entry tickets. Trade hall entry tickets can however be transferred (at TPGA's discretion) to another delegate at no cost.

Cancellation period	Delegate cancellation
17 September 2026 – 31 January 2027	Refund less: – \$100 cancellation fee for full registrations – \$35 cancellation fee for day registrations OR registration transfer (at TPGA's discretion) to another delegate at no cost
1 February 2027 – 15 February 2027	25% cancellation fee will be deducted from the cost of the booking OR registration transfer (at TPGA's discretion) to another delegate at no cost
16 February 2027 – 2 March 2027	50% cancellation fee will be deducted from the cost of the booking OR registration transfer (at TPGA's discretion) to another delegate at no cost
3 March 2027 – 17 March 2027	75% cancellation fee will be deducted from the cost of the booking OR registration transfer (at TPGA's discretion) to another delegate at no cost

Function tickets

a. Cancellations of function tickets made:

- on or before midnight on Wednesday 10 March 2027 will receive a full refund of ticket fees; or
- after Wednesday 10 March 2027 will not be refunded.

b. All requests for cancellations must be made in writing to events@qldguild.org.au. Refunds will be paid within 30 days of the cancellation date.

Cancellation, postponement or relocation of APP Conference

(a) TPGA reserves the right to cancel, postpone or relocate the APP Conference for any reason at TPGA's sole discretion (including, without limitation, by reason of the events listed below (each being a 'Force Majeure Event')):

i. TPGA determines, in its sole discretion that:

1. the venue at which the APP Conference is to be held is unfit for occupancy or otherwise holding the APP Conference;
2. the APP Conference will be materially impacted by reason of the elements (including adverse weather events or natural disasters), industrial action or labour disturbance or restraint, boycott, embargo, injunction, an act of war (whether declared or not) or terrorism, mobilisation of armed forces, civil commotion or riot, emergency declared by a Government agency, action or inaction by a Government agency, a failure of a supplier, public utility or common

carrier or computer disruption due to the effects of a virus or other malicious code introduced other than through the acts of TPGA, an epidemic or pandemic (whether or not declared as such by the World Health Organisation) or any communicable disease outbreak or public health emergency (including COVID-19 or any related or derivative strains);

3. any other act, occurrence or non-occurrence has occurred beyond the control of TPGA that results in the APP Conference being materially impacted.

(b) Where clause (a) applies, TPGA may elect, in its absolute discretion, to cancel, postpone or relocate the APP Conference or terminate your registration and function tickets; and:

- i. TPGA must notify the you of the cancellation, postponement, relocation or termination as soon as possible;
- ii. where TPGA has elected to postpone or relocate the APP Conference, any obligation of TPGA to you under these Terms will be suspended for the duration of the Force Majeure Event;
- iii. where TPGA elects to cancel the APP Conference these Terms automatically terminate;
- iv. TPGA will not be in breach of these Terms by virtue of the cancellation, postponement, relocation or termination of the APP Conference in accordance with this clause; and
- v. except as set out in clause (c) below, TPGA and each of its officers, employees, agents and contractors will not be liable for any loss, liability, demand, action, claim, judgement, damage, cost, charge or expense (including any legal cost or expense on a full indemnity basis), professional costs and expenses or obligation however it arises and whether based in contract, tort, statute or otherwise, that may be sustained by you as a result of the termination of your registration/function tickets or cancellation, relocation or postponement of the APP Conference.

(c) In the event of such termination, cancellation, relocation or postponement, you expressly waive any liability of TPGA and release TPGA from all claims for damages such that TPGA will have no further liability to you except to refund to the sponsor/exhibitor the amount set out in the cancellation policy above.

In the event that the APP Conference is cancelled by TPGA the following cancellation and refund policies apply:

Cancellation period	Key milestone	Event cancelled by TPGA
17 September 2026 – 31 January 2027	Online registration open with Earlybird pricing – 17 September 2026	Full refund
1 February 2027 – 15 February 2027	6 week lead into the event	5% cancellation fee will be deducted from the total cost of the booking
16 February 2027 – 2 March 2027	4 week lead in to the event	10% cancellation fee will be deducted from the total cost of the booking
3 March 2027 – 17 March 2027	2 week lead in to the event	15% cancellation fee will be deducted from the total cost of the booking

Program Changes

TPGA reserves the right to modify the schedule and content of the APP Conference program at any time. The 'program' refers to the organised set of events, presentations, and activities that are scheduled to take place during the APP Conference, including speaker sessions, workshops, exhibitions, functions and the trade hall exhibitors. Should changes to the program be required, TPGA will use reasonable endeavours to maintain a program of comparable quality and value, however TPGA provides no guarantee that the program will feature specific speakers, exhibitors, or sessions as initially planned.

Accommodation

For accommodation booked through the official APP accommodation booking agent, Pulse Events, please refer to each individual accommodation venue's cancellation policy upon booking. You acknowledge TPGA has no responsibility or liability whatsoever to you in respect of any accommodation booked in connection with the APP Conference.

4. OTHER

Audio and video recording

Audio and video recording by you is strictly not permitted during the APP Conference. If you fail to comply with this

clause, TPGA or its representatives or agents may require you to leave the session, or the APP Conference, and you may be refused re-entry to the APP Conference at the discretion of TPGA or its representatives or agents.

By attending the APP Conference you acknowledge that photographs and filming may take place at the APP Conference on behalf of TPGA. TPGA reserves the right to use images and videos recorded at the APP Conference containing image of you in future marketing materials, including social media channels, websites, and print material, without obtaining any further approval from you or making any payment to you.

Canvassing

Canvassing for business or for political reasons by any unauthorised persons is strictly prohibited for the duration of the APP Conference. The display and distribution of printed or other materials (except by exhibitors within their own stands) is expressly prohibited.

Disclaimer

You agree that you attend the APP Conference at your own risk and you assume full responsibility in connection with any liability of any kind arising in connection with your attendance at the APP Conference.

To the maximum extent permitted by law, you agree that TPGA is not liable to you for any loss, damage, injury or any incidental, indirect, special, consequential or economic loss or damage (including loss of profits, loss of sales or business, loss of production, loss of agreements or contracts, loss of business opportunity, loss of anticipated savings, loss of or damage to good will or loss of reputation, exemplary or punitive damages) whether to person or property and whether arising from or in connection with default, negligence, misconduct or otherwise by TPGA, its employees, officers, agents, representatives or contractors in connection with the APP Conference.

To the maximum extent permitted by law, TPGA's maximum aggregate liability to you for any loss or damage or injury arising out of or in connection with the performance or non-performance of these terms and conditions, however arising, in tort (including negligence), under any statute, custom, law or any other basis, is limited to the Fees.

Indemnity

You agree to indemnify TPGA and each of its officers, employees, agents and contractors, including the Venue, from and against all loss or liability for, or in respect of, any claims, demands, judgements, actions, damage, costs, charge or expense and all interests, penalties and legal costs (calculated on a full indemnity basis) and all other professional costs and expenses arising out of or in connection with or as a consequence of any of your acts or omissions in connection with the APP Conference that breach these terms and conditions.

Privacy

By completing the registration form, you agree to allow TPGA to process all personal information provided in that form in accordance with TPGA's privacy policy (available at <https://www.guild.org.au/privacy-policy>). TPGA will use your personal information to administer and manage your registration to the APP Conference, and to keep you informed about associated industry events, offers and services available in community pharmacy.

TPGA's privacy policy contains further information about how TPGA uses, discloses and stores your personal information. It also contains details about how you can access and seek correction of your personal information or contact us.

Exhibitors have access to name badge scanning software that enables them, with your consent, to "scan" your name badge to obtain your contact details (name, company, address, phone and email). TPGA is not responsible for any subsequent use, disclosure or other handling of your personal information by any exhibitor or any other person who obtains your personal information using the name badge scanning software.

Intellectual Property

You acknowledge and agree that, in respect of your attendance at the APP Conference:

(a) the intellectual property in the materials, data, information and products provided by TPGA or its exhibitors at, relating to or forming part of the APP Conference (Content) is not owned by you but rather is the property of the TPGA, exhibitors or other third parties. You may use the Content solely for your own personal use and benefit and not for resale, distribution or other direct commercial purposes;



(b) TPGA can use and disclose your name and image in any material, including promotional material (Material) in connection with the APP Conference or future conferences, without any compensation to you;

(c) all right, title and interest (including intellectual property rights) in the Material will automatically vest in TPGA on its creation. To the extent that any intellectual property rights vest in you, you grant TPGA an irrevocable non-exclusive, royalty free license to copy, use and modify any such materials at TPGA's sole discretion;

(d) you unconditionally and irrevocably consent to any act or omission that would otherwise infringe any of your moral rights in the Materials and agree to not institute, maintain or support any claim or proceeding for infringement of any such rights;

Severance

The whole of any part of a provision of this agreement is or becomes invalid or unenforceable under the law of any jurisdiction, it is severed in that jurisdiction to the extent that it is invalid or unenforceable. This clause does not apply if the severance of the provision would materially affect or alter the nature or commercial effect of the parties' obligations under these terms and conditions.

Jurisdiction

These terms and conditions and any disputes arising out of or in connection with the subject matter of this document is governed by the laws of Queensland within the Commonwealth of Australia. Each party submits to the exclusive jurisdiction of the courts of Queensland and the courts of appeal from them, in respect of any proceedings arising out of or in connection with these terms and conditions.

Survival

Any term by its nature that is intended to service termination of these terms and conditions is intended to so (including, but not limited to, each indemnity in these terms and conditions).