iSTREAM Australia – Terms & Conditions

Event: iSTREAM Australia ("Event")

Location: Melbourne Convention and Exhibition Centre (MCEC), Melbourne, Victoria, Australia

Dates: 23–24 January 2027

Organiser: DAL Touring Pty Ltd ("Management", "we", "us")

Quick Summary

- Tickets are **non-refundable and non-transferable**, except where the Australian Consumer Law or a specific policy below entitles you to a refund.
- You consent to being photographed, filmed, or recorded at the Event, and to our use of that footage for promotion.
- You agree to follow our Code of Conduct — respectful behaviour, no harassment, no discrimination.
- The program, speakers, and schedule may change; minor changes do not entitle you to a refund.
- Sponsors and exhibitors are separately bound by a signed Sponsorship Agreement, in addition to these Terms.
- Nothing here limits any right you have under the Australian Consumer Law.

The full terms below govern your participation — please read them before registering.

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1. Acceptance & Definitions

1.1 By registering for, purchasing a ticket to, exhibiting at, sponsoring, speaking at, or otherwise attending the Event, each individual ("Participant", "you") agrees to be bound by these Terms.

1.2 "Ticket" means any ticket, wristband, lanyard, digital pass, or other credential that authorises entry to or participation in the Event.

1.3 "Venue" means MCEC and any other location where a component of the Event is held.

1.4 We may update these Terms from time to time by posting a revised version on www.istreamaustralia.com. Continued participation after a material change constitutes acceptance of the updated Terms; we will make reasonable efforts to notify registered attendees of material changes.

2. Registration, Tickets & Eligibility

2.1 Tickets are issued subject to availability through official channels only and are personal to the named Participant. They may not be reproduced, resold above face value, or transferred without our written consent.

2.2 You are responsible for the accuracy of the information provided at registration. We may cancel a registration made with false or misleading information.

2.3 Each Ticket permits entry only to the sessions, dates, and areas specified on it. Tickets must be carried at all times while on-site and may be checked at entry.

2.4 We are not responsible for Tickets that are lost, stolen, or forgotten, and no replacements will be issued without proof of purchase and identity verification at our discretion.

2.5 "Minor" means any individual under 18 years of age, or who has not reached the age of majority in their jurisdiction of residence, whichever applies.

2.6 We recommend all Minors attend with a parent or guardian ("Guardian"); however, Minors aged 14 and under must be accompanied by a Guardian at all times while at the Event. Minors aged 15, 16, or 17 may attend without a Guardian. Where a Minor registers for or attends the Event, their Guardian is taken to have consented to their Participation and to accept these Terms on the Minor's behalf, and (where the Minor is required to be accompanied, or where a Guardian has otherwise chosen to attend with them) remains responsible for the Minor's conduct, safety, and supervision throughout the Event, including at any official social events. It is the Guardian's responsibility to assess whether Event content is suitable for the Minor in their care.

2.7 We may, at our discretion and except where prohibited by law, request proof of identity, age, or guardianship from any Participant, including a Guardian accompanying a Minor. We may deny entry to, or remove, a Participant who cannot provide documentation we consider satisfactory.

3. Payment, Cancellations & Refunds

3.1 All prices are in AUD and inclusive of GST unless stated otherwise. Once purchased, Tickets are **non-refundable and non-transferable**, except as set out in this clause 3 or as required by law.

3.2 **Your Australian Consumer Law rights.** Nothing in these Terms excludes, restricts, or limits any right or remedy you have under the *Australian Consumer Law* (Schedule 2 to the *Competition and Consumer Act 2010* (Cth)), including the guarantee that services will be provided with due care and skill and will be reasonably fit for purpose. Where the Event is cancelled or a change amounts to a major failure of that guarantee, you are entitled to a refund regardless of the "no refunds" policy in clause 3.1.

3.3 **If we cancel or materially postpone the Event**, we will, in addition to any rights under clause 3.2, offer you either (a) transfer to a rescheduled date, (b) a credit toward a future event, or (c) a refund of the ticket price (excluding non-refundable third-party booking fees, unless the law requires otherwise).

3.4 **Medical exception.** If you are unable to attend because a medical professional has directed you to stay home, we will consider a refund or Ticket exchange, provided you email info@istreamaustralia.com with a medical certificate or comparable evidence within [7] days of the affected date. Requests made after this window will not be accepted.

3.5 Non-appearance of a speaker or special guest, or a change to the program, does not entitle you to a refund unless it amounts to a major failure under clause 3.2 — see clause 5.

3.6 We are not liable for travel, accommodation, or other incidental costs you incur in connection with the Event, including where the Event is cancelled, postponed, or changed.

4. Access, Removal & Conduct on Site

4.1 We may deny entry, remove, or ban any Participant, and revoke their Ticket without refund, where we reasonably believe they have breached these Terms, engaged in unsafe, unlawful, or disruptive conduct, or otherwise pose a risk to the safety or good order of the Event. Our determination in this respect is final.

4.2 Bags and personal items may be subject to screening on entry. We may refuse entry to any item we consider unsafe or inappropriate for the Event.

4.3 Personal belongings are brought to the Venue at your own risk. We are not responsible for loss or damage to personal property, except to the extent such liability cannot be excluded by law.

4.4 Attendees are expected to dress appropriately for a professional, public event; we may decline entry or ask an attendee to leave in relation to attire that is unsafe or that breaches the Code of Conduct.

4.5 The Event is held at MCEC, operated by the Victorian Convention and Event Trust ("VCET"). In addition to these Terms, all attendees must also comply with VCET's own Conditions of Entry for the Venue (available at mcec.com.au/conditions-of-entry), which separately govern matters such as prohibited items, bag checks, identity concealment, alcohol, smoking, and assistance animals. VCET's Conditions of Entry may be updated by VCET at any time without notice; where there is any inconsistency between these Terms and VCET's Conditions of Entry on a matter of on-site conduct or venue access, VCET's Conditions of Entry prevail.

5. Program, Speakers & Event Changes

5.1 The published schedule, speaker line-up, and session content are correct at the time of publication but may change without notice due to factors such as speaker availability, venue constraints, or matters beyond our reasonable control.

5.2 We will make reasonable efforts to notify attendees of material changes and to offer comparable substitute content where practical.

5.3 Access to specific sessions, workshops, or networking activities may be limited by Ticket type, capacity, or timing and is not guaranteed to all attendees. We are not responsible for queuing times or delays.

5.4 A change to a speaker or a non-essential part of the program does not, by itself, entitle you to a refund, except where it amounts to a major failure under clause 3.2.

6. Code of Conduct

6.1 iSTREAM Australia is committed to a safe, welcoming, and harassment-free event for everyone — attendees, speakers, sponsors, exhibitors, volunteers, and staff — regardless of gender, gender identity, sexual orientation, disability, physical appearance, age, race, or religion.

6.2 The Code of Conduct prohibits harassment, discrimination, intimidation, unwelcome physical or sexual attention, and any behaviour that endangers or disrespects others. It applies to everyone at the Event, in any capacity, for its full duration including official social events.

6.3 Participants must comply with directions from Event staff, security, and venue personnel.

6.4 To report a concern, contact info@istreamaustralia.com. We will treat reports seriously and may take any action we consider appropriate, up to and including removal from the Event without refund, in line with clause 4.1.

6.5 Alcohol (where served), prohibited items, bag checks, and other on-site safety rules are governed by the Venue's Conditions of Entry — see clause 4.5. Illegal drugs and weapons are always strictly prohibited.

7. Photography, Recording & Content

7.1 The Event will be photographed, filmed, live-streamed, and/or recorded by us and our appointed media partners. By attending, you consent to appearing in this footage and to our use, reproduction, and worldwide distribution of your image, likeness, and voice for promotional, archival, and marketing purposes, without payment to you.

7.2 If you prefer not to be filmed or photographed, let Event staff know at registration; we'll make reasonable efforts to accommodate this, but cannot guarantee exclusion from wide shots, livestreams, or incidental footage of public areas.

7.3 All professional media rights to the Event are reserved by us. Flash photography, live broadcast, or recording of ticketed sessions by attendees is not permitted without our prior written consent; casual personal photos for non-commercial use are fine provided they don't disrupt sessions or breach a speaker's no-recording request.

7.4 If you submit or share content as part of the Event (e.g. photos, social posts tagged to the Event, forum contributions), you grant us a non-exclusive, royalty-free licence to reproduce and distribute that content in connection with promoting the Event, current or future. You remain responsible for ensuring you hold the necessary rights to anything you submit.

7.5 Approved press, media, or content-creator Ticket holders are subject to additional media terms provided separately at accreditation.

7.6 Where a Minor is photographed, filmed, or recorded at the Event, the consent in clause 7.1 is given by their Guardian on the Minor's behalf, consistent with clause 2.6.

8. Sponsors & Exhibitors

8.1 Sponsorship and exhibition arrangements are governed by a signed Sponsorship or Exhibitor Agreement, which operates together with these Terms. Where the two conflict on a sponsorship-specific matter, the signed agreement prevails.

8.2 Sponsors and exhibitors must comply with venue requirements for stand build, signage, electrical and fire safety, and move-in/move-out windows as communicated by us.

8.3 We may relocate, reconfigure, or adjust exhibition space for safety or operational reasons, with reasonable notice where practical.

8.4 Sponsorship and exhibition fees are non-refundable except as required by the Australian Consumer Law or expressly agreed in the signed Sponsorship Agreement.

8.5 Sponsor trademarks and materials remain the sponsor's property; our use of them is limited to promoting the Event and the sponsor's participation in it, unless otherwise agreed.

9. Intellectual Property

9.1 Event branding, the program, and materials we produce remain our property (or that of the relevant rights holder). Speakers retain ownership of their own presentations but grant us a licence to record and distribute them as part of Event archives and promotion, unless otherwise agreed in writing.

9.2 You may not use Event branding, recordings, or materials for commercial purposes without our prior written permission.

10. Liability

10.1 To the extent permitted by law, and subject to your rights under the Australian Consumer Law, your participation in the Event is at your own risk, and we are not liable for indirect or consequential loss (including lost profits, travel, or accommodation costs) arising from your attendance or inability to attend.

10.2 Nothing in these Terms limits any liability that cannot lawfully be excluded, including liability for death or personal injury caused by negligence, or your non-excludable rights under the Australian Consumer Law consumer guarantees.

10.3 We are not responsible for the actions of other attendees, exhibitors, or third parties at the Event, though we will respond to Code of Conduct reports as set out in clause 6.4.

11. Health & Safety

11.1 Attending a large public event carries some inherent risk, including exposure to communicable illness. By attending, you agree to follow any health and safety guidance posted on-site or provided by us, any applicable public health directions in force at the time, and the Venue's own health and safety requirements under its Conditions of Entry (clause 4.5).

12. Privacy

12.1 We handle personal information in accordance with the *Privacy Act 1988* (Cth) and our Privacy Policy at https://www.destroyalllines.com/privacy-policy.

12.2 With your consent (e.g. an opt-in at registration or a Ticket scan at a sponsor's stand), your registration details may be shared with sponsors or exhibitors for lead-capture purposes.

12.3 Attendee names may be shared with the artist and their team for security purposes

13. Force Majeure

13.1 We are not liable for a failure or delay caused by matters beyond our reasonable control — natural disaster, extreme weather, public health orders, industrial action, or venue unavailability. Where this results in cancellation or material postponement, clause 3.3 applies.

14. General

14.1 These Terms are governed by the laws of Victoria, Australia, and each party submits to the non-exclusive jurisdiction of its courts.

14.2 If a provision is found unenforceable, it will be read down to the minimum extent necessary, and the remainder continues in force.

14.3 Headings are for convenience only and do not affect interpretation.

14.4 Questions about these Terms can be directed to info@istreamaustralia.com.

15. VIP

These terms apply in addition to the general iSTREAM 2027 Terms & Conditions and Oztix's own terms and conditions of sale, all of which continue to govern your ticket and attendance at the Event.

15.1 VIP, Industry, Creator, and All Access packages are open to all ages, subject to the Event's general minor attendance policy: guests aged 14 and under must be accompanied by a guardian at all times, including during any package inclusion, add-on, or Meet & Greet session.

15.2 Package holders will be contacted by email approximately 7–10 days prior to the event with additional details specific to their package schedule, registration windows, and instructions. This will be sent to the email address provided at the time of purchase; it is the purchaser's responsibility to ensure this information is current and accurate. If you have not received this correspondence within 3 days of the event, please contact info@istream.com.au as soon as practicable.

15.3 iSTREAM, its organisers, partners, venue, and any other affiliated parties bear no liability for undelivered or missed information resulting from outdated or inaccurate contact details provided at the time of purchase. Package inclusions are tied to the named ticket holder and cannot be resold, transferred, or split from the ticket independently.

15.4 All merchandise, lanyards, and tote bags included with a package are collected on-site on the day of the event, unless otherwise advised, and will not be mailed or shipped.

15.5 Meet & Greets included with a package are subject to registration and venue capacity; inclusion in a package does not guarantee entry to a specific Meet & Greet. Full lineup and details will be announced in late 2026.

15.6 Access to select panels and shows is subject to venue capacity at the time of entry.
The Friday night Industry meet up will be held on-site; further details will be provided to ticket holders approximately 7–10 days prior to the event.

15.7 Early entry, fast-tracked access, and express lanes apply to entry and to select panels, Meet & Greets, and creator sessions, and do not guarantee immediate entry where venue capacity limits apply.

15. 8 The $30 merchandise voucher included with the All Access package is redeemable at official iSTREAM merchandise stands during the event only, has no cash value, cannot be exchanged for cash, and expires at the end of the event.

15.9 Package inclusions, schedules, and hospitality arrangements may vary and are subject to change or modification at any time, at iSTREAM's sole discretion, including due to venue, capacity, or creator availability. Reasonable efforts will be made to notify affected ticket holders of any changes.

15.10 Subject to the Australian Consumer Law and the refund provisions in the general Terms & Conditions, all package sales are final and there are no refunds or exchanges for change of mind.