

THE NEURO RESILIENCE SUMMIT TERMS AND CONDITIONS

Bio Concepts Pty Ltd (Us, We) is the organiser of The Neuro Resilience Summit (the Event). The Neuro Resilience Summit is being delivered as a hybrid Event. The in-person Event will be held at the Sofitel Brisbane Central from Saturday 31 October to Sunday 1 November 2026. Virtual delegates will be able to view all Summit plenary sessions via the virtual Event platform. By purchasing a ticket to the Event, you agree to be bound by the terms and conditions contained in this document.

FILMING / RECORDING POLICY

Delegates are not permitted to film or record any speaker presentation at the Event unless written approval is obtained from us in advance. Bio Concepts will be filming the speaker presentations for the live streamed event and will provide ticket holders with a copy of the recording post-event.

By participating in this Event, you acknowledge and grant Bio Concepts the right to record, film, live stream, photography, or capture you in any media now available or hereafter developed and to distribute, broadcast, use, or otherwise disseminate, in perpetuity, such media without any approval from you.

CONFERENCE CANCELLATION

- We reserve the right to cancel or postpone the Event for any reason.
- In the Event of the cancellation in advance of the Event, we will provide a full refund.
- In the Event of a cancellation or postponement due to Government order, Bio Concepts reserves the right to reschedule the Event and offer an exchange to the rescheduled Event.
- In the Event of a rescheduled Event, ticket holders will be contacted directly via email and presented with options to receive an exchange to the rescheduled Event, or to request a refund. You will have 28 days to respond.
- If you fail to respond to our email within 28 days of the email being sent, you will be deemed to have accepted the exchange of tickets and your tickets will be valid for the rescheduled Event. .
- If you purchase the tickets on the behalf of a group of people, you will be responsible for communicating such changes with other members of your group.
- Refunds will be processed within 14 days of communication from Bio Concepts confirming refund approval.

REFUND POLICY

Bio Concepts understands that circumstances can change. At any point prior to The Neuro Resilience Summit you are welcome to contact us in writing to nominate a substitute delegate at no extra charge. Should ticket substitutes be required, they will conclude up to 14 days prior to the commencement of The Neuro Resilience Summit on Saturday 31st October, 2026 unless otherwise specified by the Event organiser. There will be a maximum of one (1) reissue permitted per ticket unless otherwise specified.

If you cannot nominate a substitute delegate for your In-Person ticket, Bio Concepts will refund you the difference between the In-Person ticket price (in the pricing period purchased) and the Virtual ticket price (in that same pricing period) – up to 45 days prior to the Event.

For example, if you purchased a super early bird In-Person ticket at \$599 and you advise us at least 45 days prior to the Event that you are unable to attend, Bio Concepts would provide a refund of \$284, and you would still be able to attend the livestreamed Event and receive the recording post-event.

Delegates must forward their refund request in writing to info@bioconcepts.com.au. Refunds will be processed within 14 days of communication from Bio Concepts confirming refund approval. Refunds will be directed to the credit card used to make the original purchase.

No refund will be issued for Virtual tickets purchased.

If you are unable to attend the Event and no substitute delegate is nominated, or the substitute delegate fails to attend the Event, we will not provide any refund of the ticket price.

We reserve the right to offer refunds to people in extreme circumstances.

TICKET UPGRADE

All attendees should consider the type of ticket they are purchasing prior to the Event. Each ticket type has different inclusions, which are clearly detailed on the Pricing page of the Event website and outlined below under Pricing and Payments.

If delegates wish to upgrade their ticket type from Virtual to In-Person they must contact us in writing at info@bioconcepts.com.au no later than 45 days prior to the Event and will be subject to ticket availability. We will use all reasonable endeavours when we receive requests to upgrade tickets. You acknowledge and accept that such upgrade is subject to availability and may not be possible. If the ticket upgrade is agreed to by us, you agree to pay any difference in the original ticket price and the upgraded ticket type (at the pricing period price at time of upgrade) prior to us issuing the ticket upgrade.

PRICING AND PAYMENTS

The Neuro Resilience Summit ticket prices:

Note - all ticket prices are in AUD and GST inclusive, and payment must be made at time of booking.

Super Early Bird Tickets:

(Available from 1 March 2026 to 30 April 2026 unless sold out prior)

- In-Person Ticket: \$599
(In Person) 2-Day Summit + Cocktail Party
Included: Printed booklet + digital download of all presentation notes, post-event recording
- Virtual Ticket: \$315
(Online) 2-Day Summit Livestream
Included: Digital download only of all presentation notes, post-event recording

Early Bird Tickets:

(Available from 1 May 2026 to 30 Jun 2026 unless sold out prior)

- In-Person Ticket: \$675
(In Person) 2-Day Summit + Cocktail Party
Included: Printed booklet + digital download of all presentation notes, post-event recording
- Virtual Ticket: \$355
(Online) 2-Day Summit Livestream
Included: Digital download only of all presentation notes, post-event recording

Full Price Tickets:

(In Person - available from 1 Jul 2026 to 30 Sep 2026 unless sold out prior)

(Virtual – available from 1 Jul 2026 to 16 Oct 2026 unless sold out prior)

- In-Person Ticket: \$749
(In Person) 2-Day Summit + Cocktail Party
Included: Printed booklet + digital download of all presentation notes, post-event recording
- Virtual Ticket: \$395
(Online) 2-Day Summit Livestream
Included: Digital download only of all presentation notes, post-event recording

Students may receive 20% off the ticket price by contacting Customer Service at info@bioconcepts.com.au.

Bio Concepts Engage Premium Members will automatically receive 10% off the **full price** ticket at checkout.

A purchase of five (5) or more tickets in a **single transaction** is eligible for a 20% discount off the total amount. To redeem this offer contact your Territory Manager or Customer Service at info@bioconcepts.com.au.

Please note: When purchasing multiple tickets in one single transaction you must supply the first name, last name and email address of each individual ticket holder. The email address must be unique to each ticket holder and be the email address used to log into their Bio Concepts practitioner or student account.

The Saturday evening Cocktail Networking event is included with In-Person tickets.

Payment for your booking must be made via Credit Card (Mastercard or VISA only). All ticket prices are in AUD and are inclusive of GST.

A Tax Invoice for the The Neuro Resilience Summit to confirm booking and payment will be generated by us and will be emailed to your nominated email address.

VIEWING PLATFORMS

The Neuro Resilience Summit is being delivered as a hybrid Event which includes livestream, and as such, Bio Concepts will provide guidelines on best-operating systems to use for optimum participation in the Event for attendees. We take no responsibility if any software used by you is not compatible with or unable to view the Event and will provide no refund to the ticket price if such event occurs. The guidelines are to be considered guides only and each attendee should give consideration to their own software capabilities prior to viewing the Event.

Virtual tickets are for individual use only. It is the responsibility of the ticket holder not to share the digital ticket as multiple copies of the same ticket will not be accepted, and you may be refused access if the ticket has already been used.

PRIVACY POLICY

By completing this registration form, you acknowledge the details supplied by you may be made available to Bio Concepts, and any suppliers working on the Event (for the purpose of your involvement). A delegate listing is not published.

The details supplied by you may be collected and used by Bio Concepts in accordance with its Privacy Policy, which can be found at [BioConcepts Privacy Policy](#). This may include contacting you for marketing purposes.

DISCLAIMER

Bio Concepts reserves the right to add, withdraw, reschedule or substitute activities, topics and presenters and/or vary advertised programs, prices, venues, seating arrangements and audience capacity.

Bio Concepts reserve the right at any time, to change the venue of the Event. In the event of a change in venue, we will publish details on the Bio Concepts and The Neuro Resilience Summit websites.

FORCE MAJEURE

Bio Concepts shall not be liable for any loss caused by the cancellation of all or part of The Neuro Resilience Summit 2026 where such cancellation is due to Force Majeure. The organisers will use all reasonable efforts to conduct the conference despite the intervention or occurrence of any such cause.

In this clause, Force Majeure means circumstances which are beyond the reasonable control of the Bio Concepts and which are reasonably likely to affect Bio Concepts' successful delivery of The Neuro Resilience Summit 2026 or would make it inadvisable, impracticable, illegal, or impossible to perform its obligations as originally contracted under this Agreement, including: fire, flood, earthquake, extreme adverse weather conditions, failure of electric power, gas, water, or other utility service, collapse of building structures, widespread disease or other public health emergency (including pandemic or epidemic), strike or other industrial action, the outbreak or declaration of war, act of terrorism, revolution or government orders or action (including the declaration of a State of Emergency).

If, as a result of Force Majeure, Bio Concepts cancels the Event, Bio Concepts shall use reasonable commercial endeavours to reschedule the Event.

If Bio Concepts are unable to reschedule the in-person Event, Bio Concepts will issue you a non-transferable credit note for the amount of the Fee (less the Fee for the Virtual Ticket, provided the Livestream Event is able to proceed), which may be redeemed against any appropriate future Bio Concepts Education Event for a period of 24 months from the date of issue.

Without prejudice to its obligations Bio Concepts accept no liability and will not be liable for any compensation where the performance of its obligations under this Agreement is affected by Force Majeure.

CONFERENCE CODE OF CONDUCT

Our Event will present opportunities to learn, share knowledge and network. We believe the Event should represent a safe, enjoyable, and inclusive environment for all people, irrespective of gender, race, ethnicity, age, sexuality, religion, disability, socio-economic background, experience, size, shape and so on. No one should be subject to any harassment, bullying or abuse. Any such behaviour will not be tolerated, and we will take such action as we deem necessary to ensure it does not reoccur. This may include immediate removal from the in-person or virtual Event and a prohibition from attending future Events held by Bio Concepts.

Registered attendees will only be allowed to attend the virtual and physical event. Any persons who are not registered attendees are not permitted to attend the Event in person or participate virtually in the Event.

RESTRICTIONS ON ATTENDEES

We reserve the right to remove, reject or disconnect any attendee that we believe is not operating in accordance with these terms and conditions. Further, we reserve the right to remove any participants from the Event as we determine may be disruptive to the Event.

If we reject or decide not to allow an attendee to attend the Event, and such decision is made prior to the Event occurring, you will be entitled to refund of the ticket price. You must provide us with written notice requesting a refund and, upon such request, we will make payment. If we remove, disconnect or otherwise discontinue your attendance at the Event and the commencement, you acknowledge that you will not be entitled to a refund of the ticket price paid by you.

LIABILITY

- We do not accept liability for any injury, damage, loss, delay or additional expenses which are incurred at or in association with this Event or changes to the Event.
- You agree to indemnify us from any loss, damage, injury, delay or additional costs (including legal costs) that we suffer arising out of or in connection with this Agreement and for any breach of this Agreement by you.
- Admission is at the ticket holders' own risk. You acknowledge that neither we nor the venue will be responsible for any loss or damage to property (including personal property such as bags, money or other personal items) brought to or purchased at the Event by you or your invitees
- You will be liable for any loss or damage caused at the Event by you or your invitees.