



Terms and Conditions of Registration, Attendance and Participation

These terms and conditions (Terms) govern your attendance at and participation at all events hosted or sponsored by the respective Genesys entities below hosting or sponsoring the event (Event):

- Genesys Telecommunications Laboratories, Inc. (Genesys USA)
- Genesys Laboratories Australasia Pty. Ltd. (Genesys ANZ)
- Genesys Telecommunications Laboratories Asia Private Limited (Genesys Singapore)
- Genesys Telecommunication Laboratories BV (Genesys Netherlands)
- Genesys Telecommunications Laboratories, Inc. - Korea Branch (Genesys Korea Branch)
- Genesys Telecom Labs India Private Limited (Genesys India)
- Genesys Telecommunications Laboratories Limited (Genesys New Zealand)
- Genesys Japan Co. Ltd. (Genesys Japan)
- Canaplus Consulting Pte Ltd (Canaplus Singapore)
- PT Genesys Software Indonesia (formerly PT Canaplus Indonesia) effective 27.10.2014 (Genesys Indonesia)
- Genesys Laboratories Sdn. Bhd. (formerly CANAPLUS SDN BHD) (Company No. 727742-X) (Genesys Malaysia); or
- Genesys Telecommunications Software (Beijing) Company Limited (Genesys).

In consideration for the mutual promises in this agreement and attendance at the Event which the parties acknowledge are sufficient, by registering to attend this Event you agree to abide by these Terms, which form a legally binding agreement between Genesys Singapore and the registered attendee or participant ("you").

If you are registering on behalf of another individual, it is your responsibility to ensure and procure that the person attending is aware of these Terms and accepts them.

By completing the registration on behalf of another individual you are warranting that you have made the attendee or participant aware of these Terms and that they have accepted these Terms.

Attendee Requirements

Unless otherwise expressly stated in these Terms or in a separate agreement in writing by Genesys ANZ, any and all other costs associated with your attendance (including without limitation travel and accommodation expenses) shall be borne solely by you, and Genesys ANZ shall have no liability for such costs.

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Use of Likeness.

By attending the Event you acknowledge and agree to grant Genesys ANZ the right at the Event to record, film, photograph, or capture your likeness in any media now available or hereafter developed and to distribute, broadcast, use, or otherwise globally to disseminate, in perpetuity, such media without any further approval from you or any payment to you.

This grant to Genesys ANZ includes, but is not limited to, the right to edit such media, the right to use the media alone or together with other information, and the right to allow others to use or disseminate the media.

Event Content.

You acknowledge and agree that Genesys, in its sole discretion, reserves the right to change any and all aspects of the Event, including but not limited to, the Event name, themes, content, program, speakers, performers, hosts, moderators, venue, and time.

Identification.

All attendees must provide two forms of identification: one photo ID and one document proving their affiliation with the company name appearing on their registration (pay stub, business card, etc.). If your badge is lost, a replacement will only be issued at the current onsite rate.

Attendee Badge Usage.

Attendee badges must be worn at all times in Event areas. Once you have received your badge on site, it cannot be changed, substituted, or reissued to a different person.

Visa Requirements.

It is the sole responsibility of the attendee to apply for and maintain the correct government visa requirements. Attendees who require an entry visa should allow sufficient time for the application procedure. Attendees should contact the nearest embassy or consulate to determine the appropriate timing of their visa applications. Genesys ANZ will not contact embassies and consulates on behalf of visa applicants or provide any other assistance relating to visa issues. Failure to obtain a visa in advance of an Event does not constitute a valid basis for obtaining a refund.



Prohibited Conduct Limitations on Use.

Attendance at any Event is by invitation only. You may receive an invitation by registering for an Event. If your registration is accepted (at Genesys' sole discretion), you will be issued an Event pass by Genesys ANZ, and it is a condition of receiving the pass that you agree not to sell, trade, transfer, or share your complimentary code or badge.

By registering for a paid Event pass, you agree not to share, sell or trade your badge. In the event that Genesys ANZ determines that you have violated this policy, Genesys ANZ may cancel yours or your delegations Event pass(s) or badge(s), retain any payments made by you and report you to law enforcement authorities, and may preclude you from future Events.

By accepting an Event pass you represent and warrant that you have complied with all your firm or company's internal policies and procedures about receiving gifts and that the accept or attendance at the Event will cause you to breach any legal or internal policies and procedures that may have recourse to Genesys ANZ. Where acceptance of an Event pass is contrary to law, you are indemnify Genesys Singapore for any and all financial penalties it may incur as a result of your actions.

Disruptive Conduct.

You acknowledge and agree that Genesys ANZ reserves the right to remove you from the Event if Genesys ANZ, in its sole discretion, determines that your presence or behaviour disrupts or hinders the Event or the enjoyment of the Event by other attendees.

All name badges are the property of Genesys ANZ and must be returned to Genesys ANZ upon request.

Badge Misuse.

Attendees wearing badges from previous Genesys ANZ Events or falsified badges and/or sharing or swapping badges will be immediately ejected from the Event and precluded from future Events.

Genesys ANZ considers vandalism, theft of service, trespassing, and fraud criminal offences and will report violators to law enforcement authorities.

If such conduct is discovered after an Event, violators will be invoiced according to onsite registration pricing and will be required to pay their invoice in full.

Suit-casing. "Suit-casing" refers to the practice of attending a trade show but "working the aisles" from a suitcase or briefcase, soliciting business from other attendees and exhibitors. For the good of the show and the exhibitors supporting the show, the only legitimate place to conduct business during show hours is within a contracted exhibit space on the show floor.

Exhibiting companies are encouraged to protect their investment and report any violations to Genesys ANZ management. Attendees observed soliciting business in the aisles or other public spaces, or in another company's booth, will be ejected from the Event and may be precluded from future Events.



Photography, Recording, Live Streaming, and Videotaping.

Attendees may not record or broadcast audio or video of sessions at Genesys ANZ Events without prior permission. Genesys ANZ allows cameras on the show floor. Attendees may take pictures within the show for purposes of company or annual reports, company media pieces, marketing materials, etc.

Unethical/Non-Compliant Marketing.

Genesys ANZ reserves the right to deny admission to anyone who engages in or is reputed to engage in unethical or non-compliant marketing practices.

Fees / Payment.

The payment where applicable, of Event fees and charges is due upon registration unless otherwise agreed by Genesys ANZ in writing via a separate agreement. If such payment is insufficient or declined for any reason Genesys ANZ may refuse to admit you to the Event and shall have no liability in that regard.

Taxes.

Event fees may be subject sales tax, value added tax, or other taxes and duties which, if applicable, will be charged to you in addition to the fees.

Cancellation, Substitution, and Lost Badge Policy

Refund requests will mirror Genesys ANZ's refund entitlements with the Event organizer, hotel, resort or facility, notwithstanding refunds may be provided to the extent permitted by law.

The Genesys ANZ MUST receive all cancellations and requests for refunds in writing (including by email).

Telephone, fax, and e-mail requests WILL NOT be honoured. Letters should be postmarked no later than sixty (60) calendar days prior to the first day of the conference to receive a full refund of the registration fee.

Genesys ANZ may charge a 10% handling and administration fee in respect of any cancellation.

Send all cancellation notifications to:

Ms Renee Byatt
Marketing Manager – ANZ

Once you have completed your registration, you will receive your registration confirmation by email. Please ensure a valid email is entered and correctly on the registration form.

Be sure to check your junk email box to in case any of your Genesys ANZ email(s) are caught by your company's spam filters.

By registering for this Event, you consent and agree that the information you supply may be used to inform you of related products or services, including those of Genesys entities or upcoming Events that you may be interested in attending.

If you do not wish to receive this information, or wish to unsubscribe from any Genesys product, please contact renee.byatt@genesys.com or a full copy of our group company's privacy and data protection policy is available at <http://www.genesys.com/anz/about-genesys/legal#tab1-tab>

You will receive essential information for registered attendees electronically at the email address.

You may also begin to receive email newsletters or articles or announcement of Genesys accomplishments. If you would like to opt-out of any of these benefits, please let us know via methods stated in paragraph 16.

Intellectual Property

All intellectual property rights in and to the Event, the Event content, and all materials distributed at or in connection with the Event are owned by Genesys ANZ or its affiliated entities, its parent company or the Event sponsors or speakers presenting at the Event.

You may not use or reproduce or allow anyone to use or reproduce any trademarks or other trade names appearing at the Event, in any Event content or in any materials distributed at or in connection with the Event for any reason without the prior written permission of Genesys ANZ and/or Event organizer.

For the avoidance of doubt, nothing in this Agreement shall be deemed to vest in you any legal or beneficial right in or to any trademarks or other intellectual property rights owned or used under license by Genesys ANZ or any of its affiliates; nor does this Agreement grant to you any right or license to any other intellectual property rights of Genesys ANZ or its affiliates, all of which shall at all times remain the exclusive property of Genesys ANZ and/or its affiliates.

Disclaimer of Warranties, Limitation of Liability

Genesys ANZ gives no warranties in respect of any aspect of the Event or any materials related thereto or offered at the Event and, to the fullest extent possible under the laws governing this Agreement, disclaims all implied warranties, including but not limited to



warranties of purpose, accuracy, merchantability. The Event is provided on an "as-is" basis.

fitness for a particular timeliness, and

Neither Genesys ANZ nor its affiliates accept any responsibility or liability for reliance by you or any person on any aspect of the Event or any information provided at the Event.

Except as required by law, neither Genesys ANZ nor its affiliates shall be liable for any direct, indirect, special, incidental, or consequential costs, damages or losses arising directly or indirectly from the Event or other aspect related thereto or in connection with this Agreement.

The maximum aggregate liability of Genesys ANZ for any claim in any way connected with, or arising from, the Event or this Agreement, whether in contract, tort, or otherwise (including any negligent act or omission), shall be limited to the amount paid by you to Genesys ANZ under this Agreement or if you are the recipient of a complementary Event pass, the greater of the value of the pass or USD\$100.00.

Miscellaneous

Genesys ANZ's failure to exercise any right provided for herein shall not be deemed a waiver of any further rights hereunder. Genesys ANZ will not be liable for any failure to perform its obligations where such failure results from any cause beyond its reasonable control.

If any provision of this Agreement is found to be unenforceable or invalid, that provision shall be limited or eliminated to the minimum extent necessary so that this Agreement shall otherwise remain in full force and effect and enforceable.

This Agreement is not assignable, transferable or sub-licensable by you except with Genesys ANZ's prior written consent.

The laws of Australia & New Zealand shall govern this Agreement and the parties shall submit to the exclusive jurisdiction of the courts of Australia & New Zealand. A party that substantially prevails in an action brought under this Agreement is entitled to recover from the other party its reasonable attorneys' fees and costs. Both parties agree that this Agreement is the complete and exclusive statement of the mutual understanding of the parties and supersedes and cancels all previous written and oral agreements, communications and other understandings relating to the subject matter of this Agreement, and that all modifications must be in a writing signed by both parties, except as otherwise provided herein. No agency, partnership, joint venture, or employment is created as a result of this Agreement and you acknowledge that you do not have any authority of any kind to bind Genesys ANZ in any respect whatsoever.

In addition to this Agreement, if you are an Exhibitor/Sponsor for an Event, you will need to enter into a separate Sponsorship or Exhibitor agreement.

UPDATED: 17 June 2016