

AIB Graduation Ceremony

Terms and Conditions

In purchasing a ticket to an AIB graduation ceremony ("**Ceremony**"), you acknowledge that before purchasing you read and understood these Terms and Conditions, and agree to be bound by these Terms and Conditions:

1. You acknowledge and agree that notwithstanding you have purchased a ticket to the Ceremony, you will only be eligible to attend and participate in the Ceremony if at the time of the Ceremony you have:
 - a. been formally awarded the AIB qualification from which you intend to graduate ("**Qualification**"); and
 - b. paid, in full, all course fees, and any other fees, that you are liable to pay AIB in connection with the Qualification (including any fees that would otherwise be payable pursuant to a payment plan arrangement). You acknowledge that in the event you have not, on or before the day of the Ceremony, received confirmation from AIB that you have been awarded the Qualification, you will not be permitted to attend and participate in the Ceremony.
2. You acknowledge and agree that if you purchase a ticket to a Ceremony prior to receiving, or without having received, confirmation from AIB that you have been awarded the Qualification, you do so at your own risk, and at all times subject to these Terms and Conditions.
3. You acknowledge that you are permitted to attend only one AIB graduation ceremony for each Qualification you are awarded, and that your purchase of a ticket to the Ceremony may, subject to these Terms and Conditions and your attendance at the Ceremony, preclude you from attending any other AIB graduation ceremonies as a graduand.
4. In the event that you have purchased tickets to the Ceremony for use by guests, you acknowledge that it is only those guests who you have nominated and in respect of whom you have made the required payment that will be permitted to attend the Ceremony.
5. You acknowledge that graduands and guests will be required to present their tickets in order to gain entry to the Ceremony venue, and proof of identification may be required as a condition of entry. Entry to the Ceremony may be refused in the event an attendee is unable to present a ticket or proof of identification, if requested.
6. In the event that a nominated guest is no longer able or no longer intends to attend the Ceremony, you will be permitted to nominate another individual in their place, at any time no later than 1 business day prior to the Ceremony date, which you may do by either:
 - a. in the event the ticket sales period stipulated by AIB has not yet closed, updating the guest's details within the ticketing portal; or
 - b. in the event the ticket sales period has closed, contacting Scene to Believe's Customer Care team.

You acknowledge and agree that tickets purchased for use by graduands and guests are non-transferable other than in accordance with this term.

7. You acknowledge and agree that you are entitled to cancel and receive a full refund of your ticket to the Ceremony (including any component of the ticket price paid for the hiring of academic regalia) and/or the tickets purchased for use by any guests at any time prior to September 1st, 2026. You acknowledge that you will not be entitled to receive a refund once this ticket sales period has closed. In the event that you are not awarded a Qualification by the last date of award conferral most immediately prior to the Ceremony, AIB will cancel any tickets held by you on your behalf and arrange for you to receive a full refund.
8. In the event that you have also purchased a ticket to a post-Ceremony celebratory event hosted by AIB ("**Party**"), you acknowledge and agree that you are entitled to cancel and receive a full refund of that ticket and/or any tickets to the Party purchased for use by any guests at any time prior to the closing of the ticket sales period stipulated by AIB. You acknowledge that you will not be entitled to receive a refund in respect of any such ticket once the ticket sales period stipulated by AIB has closed.
9. You acknowledge and agree that if you or a guest fails to attend the Ceremony and/or the Party (if applicable), you will not be entitled to any refund or other compensation in respect of the relevant ticket or tickets.
10. You acknowledge that if you fail to attend the Ceremony, you will not automatically be permitted to attend or be reserved a place at any future AIB graduation ceremony. You acknowledge that the number of tickets available for AIB graduation ceremonies are limited and that it is not guaranteed that you will be able to purchase a ticket, or tickets, to any future or replacement AIB graduation ceremony. AIB makes no guarantee that it will provide any future graduation ceremony.
11. You acknowledge that you are responsible for making any travel, accommodation and related arrangements as may be necessary for you to attend the Ceremony. You acknowledge that you enter into any such arrangements at your own risk, and that it is your responsibility to ensure that the terms and conditions of those arrangements, including as to cancellations and refunds, are acceptable to you.
12. You acknowledge that, in the event that you and/or any guests are travelling to Canada from overseas to attend the Ceremony, you and/or your guests are responsible for obtaining any necessary visas, immigration or other regulatory approvals required for entry into and to permit temporary stay in Canada. AIB is not responsible for obtaining any visas or approvals on your or a guest's behalf, and will not provide you with any advice or assistance in connection with such process.
13. You acknowledge and agree that AIB may, at its discretion, change, vary or amend the date, time or venue of the Ceremony by giving you written notice no less than 30 days prior to the Ceremony ("**Change**"), in which case you may elect to either cancel and receive a full refund of any tickets purchased by you (regardless of whether the ticket sales period has closed) or be provided with updated tickets reflecting the Change. You acknowledge that in the event you receive notification of a Change, you are responsible for communicating the Change to any guests for whom you have purchased tickets, and that AIB will not contact any ticketholders apart from graduands to advise of the Change.
14. You acknowledge that subsequent to your purchase of any tickets to the Ceremony, there may come into force public health legislation and/or government directions that have the effect that AIB is required to:
 - a. limit the number of attendees at the Ceremony;

- b. change the venue at which the Ceremony is held or the mode in which it proceeds; and/or
- c. cancel or postpone the Ceremony,

(in either case, "**Public Health Measure**"), in which event AIB will notify you, as promptly as possible, of the Public Health Measure. In the event that the Public Health Measure involves a cancellation of the Ceremony, you will be entitled to receive a full refund of any tickets purchased by you (regardless of whether the ticket sales period has closed). If the Public Health Measure involves the postponement of the Ceremony, you may elect to either receive a full refund of any tickets purchased by you (regardless of whether the ticket sales period has closed) or be provided with replacement tickets for any replacement Ceremony scheduled by AIB.

15. In the event that:

- a. you are given notice of a Change in accordance with these Terms;
- b. you are given notice of a Public Health Measure; or
- c. you and/or any guests in respect of whom you have purchased tickets do not attend the Ceremony or the Party (if applicable) for any reason whatsoever,

except to the extent to which you may be otherwise entitled to receive a refund of any ticket price paid under these Terms and Conditions, AIB will not be liable to indemnify you and/or any guests in respect of any loss, damage, expenses, costs, claims or liabilities in any way arising from or sustained or incurred as a result of the relevant event (including without limitation the costs of any travel or accommodation arrangements for which you are not refunded).

16. You acknowledge that photography and videography (including live streaming) will be taken at and in connection with the Ceremony. By attending the Ceremony, you and any guests consent to AIB and its authorised service providers using the individual's image, likeness and voice obtained at the Ceremony for AIB's marketing, promotional, educational and institutional purposes, without compensation. You may withdraw this consent prospectively at any time by contacting AIB in writing, in which case AIB will cease using the relevant materials in new publications, but is not required to remove or recall materials already published or distributed. Attendees are not permitted to record, photograph, broadcast or live-stream the Ceremony for any commercial purpose without AIB's prior written consent. Personal, non-commercial photography is permitted subject to venue rules and AIB's reasonable direction.
17. You acknowledge that your personal information (and that of any guests in respect of whom you provide information) will be collected and processed by AIB, including by transfer to AIB in Australia and to AIB's authorised service providers (including Scene to Believe as ticketing provider), for the purposes of administering the Ceremony, ticketing, and the matters contemplated by these Terms and Conditions. AIB takes contractual and organisational measures to ensure your personal information receives a comparable level of protection while in the hands of its service providers and when transferred outside your jurisdiction. AIB's Privacy Policy is available at <https://www.aib.edu.au/privacy-legals/>
18. You acknowledge that you must be dressed in appropriate academic regalia and seated at the Ceremony venue no less than 45 minutes prior to the Ceremony start time in order to participate in the Ceremony, and that entry to the Ceremony may be refused in the event you do not comply with this term.

19. The aggregate liability of AIB to you or any guest in connection with these Terms and Conditions whether arising in contract, tort (including negligence), under statute or otherwise is limited to the total ticket price paid by you in respect of the relevant Ceremony. AIB will not be liable to you or any guest for any indirect, special, consequential, economic or reputational loss, or any loss of profit, revenue, business, opportunity, data or goodwill, however arising. Nothing in these Terms and Conditions limits or excludes any liability that cannot be limited or excluded under applicable law, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation.
20. You agree to indemnify AIB, its officers, employees, contractors and authorised service providers, and keep them indemnified, against any loss, damage, cost, expense, claim or liability (including reasonable legal costs) arising out of or in connection with (a) any act or omission of you or any guest nominated by you at the venue or in connection with the Ceremony or the Party; (b) any damage caused by you or your guests to the venue or to property of AIB, the venue operator or any third party; or (c) any breach by you of these Terms and Conditions.
21. You acknowledge that attending the Ceremony, the Party and the venue involves ordinary risks associated with attending a public event, and you voluntarily assume those risks. To the maximum extent permitted by law, you release AIB and its officers, employees, contractors and authorised service providers from all claims for loss, damage or injury arising from your or your guests' attendance, save to the extent caused by their negligence or wilful misconduct. This clause does not apply to, and is not intended to waive, any claim a minor may have in their own right.
22. These Terms and Conditions are governed by the laws in force in the State of South Australia, Australia. Each party irrevocably submits to the non-exclusive jurisdiction of the courts of South Australia and the courts competent to hear appeals from them. Nothing in this clause limits any non-excludable rights you may have under the consumer protection laws of the jurisdiction in which you reside.
23. Notices to AIB must be sent in writing to the address or email specified in the ticketing portal; notices to you will be sent to the contact details you provided at the time of purchase.