



MEMBERSHIP TERMS AND CONDITIONS UPDATED 1ST JULY 2024

1. Contract Terms. The below refers to the contractual Terms of Use related to Members of Find An Organiser (FAO) referred to herein as 'Member'.

2. Ownership. The Website is owned and operated by Find An Organiser Pty Ltd (ACN 657 694 972).

3. Agreement. By becoming a member, you agree to be bound by these Terms of Use and the Privacy Policy published on the Website. You acknowledge and accept that you have read and agree to the Terms of Use, Code of Conduct, and Privacy Policy published on the Website during the course of this Agreement.

4. Governance. Your membership with FAO and these Terms of Use are governed by the relevant laws, rules and regulations.

5. Terms of Use. FAO reserves the right to change any or all of our Terms of Use by publishing the new Terms of Use on the Website. Your membership is subject to the most current version of these Terms of Use.

6. Business Listing. Business Listing: You agree and affirm that all information and content submitted by you to FAO is accurate, up to date, belongs to you, and is not in breach of any law or legal requirement. As a member, you are solely responsible for the content and information on your business listing, ensuring that all products and services offered accurately depict what you are authorised and capable of providing to consumers. You confirm and certify that you have all the necessary legal requirements in place to conduct your business and offer the claimed services (where applicable), including but not limited to certifications, risk and safety management, and applicable insurances for the services and products you offer. You agree to promptly notify FAO of any relevant changes to your contact details, including your email address, ABN, bank account or credit card details, and any other information required to be maintained with us (where applicable). Your listing will be advertised on the FAO website and include details such as your business name, first name, services provided, service areas, relevant images, and profile information. Your listing will go live within five (3) business days upon receipt of your payment, completed application, and any outstanding requested information. It is your responsibility as a member to ensure that your listing details are accurate, current, and up to date. You can notify us of any edits by contacting us directly. You understand and acknowledge that as a listed member on the website, you are not contractors of, employed by, or acting in the capacity of agents of FAO.

7. Eligibility: To list your business services on FAO, members must provide complete and accurate business listing information as requested, including but not limited to full business details, a registered ABN, current Public Liability Insurance, and agreement to the Code of Conduct. By submitting information and content to FAO, you agree and attest that it is accurate, up to date, belongs to you, and does not breach any laws or legal requirements.

8. Payments: FAO members are responsible for paying charges associated with registering a business listing or purchasing add-on promotional services. Membership fees consist of an automatic month-to-month or annual charge based on the selected membership plan. Payment for membership listing services will be processed automatically through a third-party eCommerce payment system directly on the website. It is the member's responsibility to provide lawful, accurate, and current payment details for the designated bank account or credit card and maintain sufficient funds or credit to enable payments. Payment confirmation is required before your listing goes live on FAO's directory, as specified in clause 6 of this document.

9. Pricing: The price of the membership, including any introductory pricing for a specified period, will be displayed at the time of purchase. FAO may amend the pricing schedule by providing you with 28 days' prior notice. If new pricing takes effect, FAO may adjust your automatic payment arrangements accordingly. However, the pricing for a specified plan period or fixed-term membership will not change during that term.

10. Refunds: Refunds of membership fees are available in limited circumstances, such as when your membership application has been declined or exceptional circumstances prevent you from continuing your membership. Members must submit a refund request via the provided support email address for review.

11. Membership Renewals: Membership fees will automatically renew unless cancelled. The charge will correspond to the selected membership plan. To cancel your membership, you must submit a written cancellation request at least 14 days prior to your subscription renewal date. FAO reserves the right to reject your subscription application at any time without disclosing reasons for termination. Membership is non-transferable.

12. Termination: Unless terminated in accordance with our terms of use policy, the membership agreement is ongoing and will continue until cancelled. FAO reserves the right to remove your business listing from the website in the event of any breaches of the terms and conditions or code of conduct. FAO also reserves the right to remove or amend any member Business Listing or any content provided in a Business Listing, or terminate your membership for any reason at any time, at the sole discretion of FAO, without the need to provide notice or an explanation, and without any damages applying.

13. Cancellations: Your membership will be automatically renewed unless you provide a cancellation request in writing, with a minimum of 14 days' notice. Your membership will remain active until the end of the current billing period. If you submit a cancellation request without providing the required notice, you will be charged for the next billing cycle (monthly) membership fees due. Please note that this policy applies to monthly memberships. We reserve the right to modify this policy at any time, and any changes will be communicated to you via email or through our website. By continuing to use our membership platform after these changes take effect, you agree to be bound by the updated terms and conditions.

14. Commission: FAO does *not* receive fees or commissions for allowing visitors to access the website or for facilitating engagement with members.

15. Confidentiality: Both FAO and its members agree not to disclose or permit the disclosure, either directly or indirectly, in any manner whatsoever, of information belonging to the other party



that is or ought to be reasonably expected to be confidential to any person other than those necessary to give effect to the agreement or as required by law.

16. Privacy: FAO is committed to protecting our members in accordance with the Australian Privacy Principles set out in the Privacy Act 1988. FAO does not and will not sell, rent, or share our membership data or membership mailing list. FAO does not disclose personal information to third parties without the express permission of the individual concerned. By continuing your membership, you consent to us collecting your personal information in accordance with the terms of our privacy policy. FAO maintains membership and subscriber details on controlled facilities that are secured against unauthorised access. If you have any queries or comments concerning this privacy policy, please contact info@findanorganiser.com.au.

17. Pausing a Membership: The option to pause your membership is available to all members who have completed a minimum required membership subscription duration of 3 months. A membership can be paused for a period of maximum 60 days, starting from the requested pause start date. To request a pause in your membership, you must provide written notice at least 14 days prior to the desired pause start date. You may only pause your membership once per calendar year. The notice should include your business name and the duration of the pause requested. During the paused period, the member will not be responsible for any monthly or recurring membership fees or dues. However, any outstanding fees or charges accrued prior to the pause request must be settled before the membership can be paused. FAO reserves the right to approve or deny pause requests based on availability, operational considerations, or any other reasonable grounds. Pausing a membership does not alter the original terms and conditions of the membership agreement, including the duration of the membership term. The membership will automatically resume upon the expiration of the paused period, and the member will regain full access to all benefits and services. FAO reserves the right to modify or terminate the pause policy at its sole discretion. FAO shall not be held liable for any inconvenience, loss, or damage arising from the pause of a membership, including but not limited to any inability to access services, benefits, or facilities during the paused period.

By continuing with your membership, you acknowledge that you have read, understood, and agreed to the terms and conditions outlined above as a member of FAO.