

BOOKING TERMS & CONDITIONS

Organiser

These Terms and Conditions are issued by L'Oréal Australia Pty Ltd ("we", "us", "our"), the organiser of the Kérastase Society Event and any associated activations or functions ("Event").

Acceptance of Terms

By registering to attend the Kérastase Society Event ("Event"), you agree to comply with and be bound by these Terms and Conditions ("Terms"). These Terms apply to all attendees, whether attending by invitation, complimentary registration, or paid ticket.

Eligibility and Entry Requirements

The Event is a ticketed event open to members of the general public. Tickets must be purchased through the official registration or ticketing platform. We reserve the right to refuse entry or revoke access where a ticket is invalid, has been misused, or where attendance may reasonably be considered unsafe, disruptive, or in breach of these Terms.

Registration Process

Registration is required for all attendees except for walk-in guests. Registration is not confirmed until you receive a confirmation email from us or our authorised representative.

Ticket types, allocations, and availability (if applicable) may vary. Submission of a registration does not guarantee entry.

Ticketing Provider

Registration for this Event may be facilitated by an authorised ticketing provider (for example, Lüp Tickets). By registering, you may also be subject to the ticketing provider's own terms of use and privacy policy.

While the ticketing platform is operated by a third party, L'Oréal Australia remains responsible for the organisation and delivery of the Event.

Any ticketing issues should first be directed to the Event contact email provided in your registration confirmation, and may also involve coordination with the ticketing provider where required.

Fees & Payments

Where ticket fees apply, all payments must be made in full prior to attendance.

All prices are stated in Australian Dollars (AUD) and include GST unless otherwise specified.

We reserve the right to change pricing or ticket categories at any time without prior notice.

Refunds, Transfers & Cancellations

Refunds are not provided except where required under Australian Consumer Law.

If the Event is cancelled, you will be offered a refund or credit.

If the Event is rescheduled, your registration or ticket will be transferred to the new date. If you are unable to attend the rescheduled Event, you may request a refund or credit.

If the Event is significantly changed, relocated, or altered in format, our liability is limited to the ticket price paid, less any applicable fees.

Name changes or ticket transfers may be permitted upon written request received at least 48 hours prior to the Event, subject to approval.

Program Changes

The Event program, including schedule, venue, and format, may be subject to change without notice.

We are not liable to provide refunds or compensation for any changes to the Event program.

Health & Safety

All attendees must comply with applicable health and safety requirements, venue rules, and any relevant public health directions in place at the time of the Event.

We reserve the right to refuse entry or remove any person who does not comply or who poses a health or safety risk to others.

Code of Conduct

We maintain a zero-tolerance policy for harassment, discrimination, abuse, unsafe, disruptive, or illegal behaviour.

Any attendee who breaches this Code of Conduct may be removed from the Event immediately without refund.

Photography and Filming

The Event may be photographed, filmed, or recorded.

By attending, you consent to the use of your image, likeness, and voice in marketing, promotional, and editorial materials related to the Event and L'Oréal Australia brands.

If you do not wish to be included in photography or filming, you must notify us in writing prior to the Event.

Intellectual Property

All Event content, materials, presentations, branding, and related intellectual property remain the property of L'Oréal Australia or the relevant content owner.

You must not record, reproduce, distribute, or commercially exploit any Event content without prior written consent.

Force Majeure

We are not liable for any failure or delay in delivering the Event due to circumstances beyond our reasonable control, including but not limited to natural disasters, industrial action, pandemics, government restrictions, or venue unavailability.

In such circumstances, we may reschedule the Event or offer reasonable alternatives such as credit or transfer.

Limitation of Liability

To the maximum extent permitted by law, we exclude liability for any indirect or consequential loss arising in connection with the Event. You agree to hold L'Oreal Australia harmless from any claims, loss or damages in connection with the event.

Our total liability is limited to the amount paid for your ticket or registration (if any).

Nothing in these Terms excludes any rights you may have under the Australian Consumer Law.

You agree to comply with the reasonable safety instructions provided by L'Oreal Australia in relation to the Event.

Privacy and Data Use

We collect and handle personal information in accordance with our Privacy Policy at

<https://www.loreal.com/en/australia/pages/group/privacy-policy-australia/>.

By registering, you consent to the collection and use of your information for Event administration, communication, marketing, and where applicable, sharing with approved Event partners.

You may opt out of marketing communications at any time.

Governing Law

These Terms are governed by the laws of the Australian State or Territory in which the Event is held. You submit to the non-exclusive jurisdiction of the courts of that State or Territory.

ACCOMODATION TERMS & CONDITIONS

Accommodation Provider

Accommodation for the Event will be hosted at Le Méridien Melbourne (“Hotel”), located at 20 Bourke Street, Melbourne VIC 3000.

While accommodation forms part of the overall Event experience, room bookings and hotel operations are managed in conjunction with the Hotel and may also be subject to the Hotel’s own policies and procedures.

Room Allocation and Confirmation

Accommodation is available only to invited guests or attendees whose registration includes accommodation as part of the Event.

Room allocations are determined by L’Oréal Australia in consultation with the Hotel and are subject to availability. Specific room types, bedding configurations, views, and floor requests cannot be guaranteed.

A confirmed Event registration does not automatically guarantee accommodation unless expressly confirmed in writing by us or our authorised representative.

Check-In and Check-Out

Standard hotel check-in and check-out times will apply unless otherwise advised by us or the Hotel.

Early check-in and late check-out requests are subject to availability and cannot be guaranteed. Additional charges imposed by the Hotel may apply and will be the responsibility of the guest unless otherwise confirmed in writing.

Guests may be required to present valid photo identification and a personal credit card or debit card upon check-in in accordance with Hotel policy.

Incidental Charges and Personal Expenses

Unless otherwise advised, accommodation provided as part of the Event includes the room only. Any incidental charges or personal expenses incurred during the stay remain the responsibility of the guest.

This includes, but is not limited to: room service, mini bar, valet parking, laundry, telephone charges, in-room dining, additional food and beverage purchases, and any charges not expressly included as part of the Event.

The Hotel may require a credit card pre-authorisation or security deposit at check-in to cover incidentals.

Changes, Cancellations and No Shows

Accommodation arrangements are confirmed based on final guest allocations provided by L'Oréal Australia.

If you are no longer able to attend and accommodation has been allocated to you, we request written notice as soon as possible so arrangements can be amended where possible.

Failure to check in on the scheduled arrival date without prior notice may result in cancellation of the reservation and release of the room.

Any accommodation-related refunds, credits, or amendments remain at the discretion of L'Oréal Australia and/or the Hotel, except where required under Australian Consumer Law.

Guest Conduct and Hotel Policies

All guests must comply with Hotel rules and policies during their stay, including policies relating to noise, smoking or vaping, visitor access, and use of hotel facilities.

As the Hotel has been reserved as part of the Event experience, guests are expected to conduct themselves respectfully and in a manner consistent with the Event Code of Conduct.

Any behaviour that is unsafe, disruptive, unlawful, or causes damage to Hotel property may result in removal from the Event and/or Hotel at the guest's expense.

Damage, Loss and Personal Property

Guests are responsible for any damage caused to hotel rooms or hotel property during their stay.

L'Oréal Australia accepts no responsibility for lost, stolen, or damaged personal belongings while attending the Event or staying at the Hotel. Guests are encouraged to secure valuables appropriately.

Access and Event Operations

As part of the Event hotel buy-out, certain hotel areas may be reserved for Event use or subject to restricted access. Access to guest rooms, event spaces, and Hotel facilities may be managed in accordance with the Event schedule and operational requirements.

Guests may be required to wear event accreditation or otherwise identify themselves for access to designated Event areas.

Hotel Operational Changes

From time to time, hotel facilities or services may be unavailable due to maintenance, operational requirements, or circumstances outside of our control.

L'Oréal Australia is not liable for any inconvenience arising from temporary changes to Hotel services or facilities. Reasonable alternatives may be provided where possible.

Limitation of Liability

To the maximum extent permitted by law, L'Oréal Australia excludes liability for any indirect or consequential loss arising in connection with accommodation provided as part of the Event.

Nothing in these Terms excludes any rights you may have under the Australian Consumer Law.