

PLEASE READ BEFORE SUBSCRIBING OR PURCHASING PRODUCTS

The Drop Media Terms and Conditions

Privacy Policy

1. This policy sets out how The Drop Media (ABN 37 605 794 536) collects, uses and discloses your personal information. By subscribing to The Drop Media program or by purchasing any individual products, you agree to the use and disclosure of your personal information in the manner described in this policy. The Drop Media is bound by the Privacy Act (1988). The Drop Media collects personal information that it considers necessary, to provide the range of services they offer.
2. Personal information collected by The Drop Media may include:
 - a) your name, address and contact details
 - b) Credit account details
 - c) User ID's and passwords
 - d) A history of services and/or products provided to you
3. The Drop Media collects personal information in a number of ways, including;
 - a. Directly from you when you provide information directly to The Drop Media in person, phone or in writing (whether electronic or otherwise)
 - b. directly from you when you communicate with The Drop Media or any other person using The Drop Media Communications Services.
4. Your personal Information may be used for the following purposes:
 - a. To provide the services requested by you
 - b. To manage those services including, customer service and billing
 - c. To research, develop and improve The Drop Media services
 - d. To conduct surveys to determine use and satisfaction with The Drop Media services
 - e. To generate statistics in relation to The Drop Media Network
 - f. To promote and market special offers and other services to you.
5. The Drop Media does not disclose personal information to any individuals and organizations without the prior consent of the individual.
6. You have a right to access your personal Information. If you wish to access your personal information please contact us via the methods on www.the-drop.com.au
7. If you choose not to provide personal information when requested, The Drop Media may not be able to provide you with the full range of The Drop Media services.

8. The Drop Media takes reasonable steps to protect personal information collected from misuse, loss, unauthorized access, modifications or disclosure.
9. If you receive any mailing material from us then it will be as a result of your email address being listed with us for the purpose of receiving information, previously purchased or expressed interest in our products, services, seminars or events.
Each email from us contains an easy to understand link which you may click if you wish to unsubscribe.

Entire Agreement

- I. The subscription order, either written or online version, is the only document which will be recognised by The Drop Media as authority to undertake the program or services.
- II. The subscription order constitutes the entire agreement between the parties and supersedes all previous negotiations, and communications.
- III. The results of our programs may vary and are based on the purchaser's individual capacity and business experience. There are no guarantees concerning the level of success the purchaser may experience.
- IV. The use of The Drop Media information and products should be based on the purchaser's own due diligence and The Drop Media is not liable for any success or failure of the purchaser's business that is directly or indirectly related to the purchase of our products and services.

Cancellation and Refund Policy

Membership Subscription

1. The Drop Media will provide the services described under the Program for a period of 12 months (Term), and the Purchaser agrees to acquire these services for the entire Term. Note: This is a 12 (twelve) month membership subscription program that is paid in one annual installment.
2. After the end of the Term, The Drop Media will continue to provide an ongoing program and services to the Purchaser in accordance with these terms and conditions, until such time as the Purchaser cancels the subscription. After the Term, the Purchaser may cancel The Drop Media Subscription Program by selecting the "opt out" box displayed on our website within 30 days of the 12 month membership expiring.

Membership Auto Renewal

Membership will be automatically renewed upon expiry of each 12-month period and payment will be charged to the same credit card as previously used unless you specify otherwise on our website when prompted. To turn off auto renewal, please edit your preference in My Account Settings.

You will be reminded about your membership auto renewal twice via email prior to the renewal date as follows:

- 30 days prior to auto renewal, an auto-generated reminder email will be emailed to the email address supplied by the member advising the membership auto-renewal and providing an option to opt out, and;
- 4 days prior to auto renewal, an auto-generated email will be emailed to the email address supplied by the member again advising the membership auto-renewal and providing an option to opt out. Unless you opt out to not renew prior to the auto-renewal date, the membership will be renewed and the credit card originally supplied will be charged. The

Drop Media will not be responsible for 'change of mind' once the membership has renewed and cannot issue a refund.

Events - Refunds, exchanges and replacements

1. The Drop Media will only offer a refund or exchange of a ticket if an event is cancelled, rescheduled or significantly relocated by The Drop Media (and you cannot or do not wish to attend the rescheduled or relocated event), or to the extent otherwise required by law (including the Australian Consumer Law). You must apply for a refund within a reasonable time. The Drop Media does not offer refunds or exchanges as a result of a change in your personal circumstances.
2. If an event is cancelled, rescheduled or significantly relocated by The Drop Media, all liability is limited to the amount for which the ticket was purchased (including any fees or charges). Proof of purchase and/or ID may be required for any refund or exchange. The Drop Media will not be liable for any other losses incurred by you as a result of the cancellation, rescheduling or relocation of an event, including any travel and accommodation expenses.
3. The Drop Media will only replace lost, stolen, damaged or destroyed tickets if the authenticity of the ticket can be verified, including proof of purchase, and if you give reasonable notice before the event. The Drop Media may charge a reasonable fee for the replacement of tickets. The Drop Media may not replace tickets where seating is unallocated (general admission tickets).
4. Entry to an event may be refused if the authenticity or validity of a ticket is questionable, including because the ticket has been damaged or defaced in any way, or has not been purchased from The Drop Media or other authorised points of sale.
5. Members prices are only available for Members of The Drop Media. Individual names of all ticket holders will need to be provided prior to each event and proof of The Drop Membership may be required.

Price

All the prices are expressed in Australian Dollars, and shall be determined by The Drop Media as follows;

- 1)** Pursuant to the quoted priced payable per item, plus GST, if the price is not GST inclusive.
- 2)** The Purchaser is liable for the amount of any GST payable in respect to the taxable supply.
- 3)** All Freight and charges if applicable shall be paid by the Purchaser.

Terms of Payment

Unless otherwise agreed, the services/packages under the subscription packages or sales order must be paid in full prior to delivery. Subscription payments via credit card shall be deducted annually from original date of purchase until cancelled.

Credit card transactions are processed in Australian Dollars. (AUD) All transactions will be processed securely by eway.com.au. And no credit card details will be stored on The Drop Media site.

Default in Payment

The Drop Media will treat any default by the Purchaser in payment of any monies due as a breach of the terms and conditions of the sales order. The Drop Media will then cease work on the relevant subscription order and any other individual sales orders placed by the Purchaser. The Drop Media may also block access to the Subscribers/Members section of the website if Purchaser defaults on payment. In the event that any amount due by the Purchaser to The Drop Media is dishonoured by payments being cancelled, withdrawn or being charged back to the card issuer, then the Purchaser shall remain liable for all charges and shall pay such an amount to The Drop Media.

SERVICES PROVIDED WITHIN THE PROGRAMS**The Drop Media Membership Service**

Purchasers are entitled:

- 12 Months Membership Profile and ability to connect with other members.
- 52 x Weekly eNews updates including reports, trends, comparative surveys, quick tips and special subscriber only articles.
- Exclusive member only networking opportunities and access to online forums, educational webinars and video seminars
- Access to members only Research and Reference Library
- Advanced notice and members discounts to events and seminars.

Digital Products -While every effort is made to provide an uninterrupted service The Drop Media will not be held liable for any downtime or disruption to third-party digital services used to deliver products. There is no Service Level Agreement express or implied. Digital products will be compatible with the most recent stable version of Web browsers, Video players, and PDF document readers available for Windows and Mac.

Competitions and events-

The Drop Media acts only in an advisory capacity, and does not directly manage any promotions, competitions, events, prize draws, or any games of chance.

The Drop Media will not be held liable or responsible for the outcome or result(s) of any promotions, competitions, events, prize draws, or any games of chance.

Any promotions, competitions, events, prize draws, or any games of chance are solely the responsibility of the company or individual(s) managing or promoting the event.

Risk

All services/programs delivered shall be at the Purchaser's risk. The Drop Media will not be liable for any damage or loss including consequential arising out of or in connection with the application of the services unless the damage or loss is a direct result of The Drop Media negligence or willful default.

In any event, The Drop Media total liability (including any negligence) shall not exceed the cost of services/programs provided during the term of this agreement.

