

Terms and Conditions for ADIA Members - ADX Gold Pass Centre

By promoting ADX Gold Pass product and service offers via the ADX Gold Pass Centre, ADIA members agree to abide by the below terms and conditions:

1. The Offer

- The term 'offer' refers to a product or service offered at a special or reduced rate, volume discount or similar which is unique or exclusive to ADX Gold Pass subscribers.

2. Adherence to ADIA Code of Practice:

- All marketing and promotional activities must comply with the [ADIA Code of Practice](#), particularly regarding the prohibition of inducements to purchase.

- Members must ensure that all representations made about the ADX Gold Pass product or service offers are truthful, accurate, and not misleading.

- Promotions should not exert undue pressure or leverage obligatory purchase sentiments among the ADX Gold Pass subscribers.

3. Approval Requirement:

- All expressions of interest to promote product or service offers via the ADX Gold Pass Centre are subject to approval by ADIA.

- ADIA reserves the right to review and approve or reject any proposed offer based on its alignment with the aforementioned standards and its perceived value to the dental community.

4. Offer Exclusivity and Discounts:

- Offers available within the Gold Pass Centre are exclusive to the platform. Any client or customer redeeming these offers must be a verified current subscriber of the Gold Pass service.

- Any such discounts or incentives must be clearly outlined in the expression of interest form for listing in the ADX Gold Pass Centre and should not violate the [ADIA Code of Practice](#) or any other regulatory guidelines.

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5. Transparency and Disclosure:

- Members must disclose any potential conflicts of interest associated with their proposed offer.

- Clear information regarding the proposed offer and any commercial affiliations must be provided.

6. Changes and Cancellations:

- Members must outline clear policies regarding changes or cancellations related to ADX Gold Pass product or service offers, including the process for refunds or credit transfers.

- Any significant changes to product or service availability, delivery, or scheduling must be communicated to clients as soon as possible.

7. Feedback and Continuous Improvement:

- Members are encouraged to seek feedback from subscribers and use it to continuously improve the quality of their ADX Gold Pass offers.

- ADIA may periodically request feedback or reports on offer outcomes to monitor compliance and effectiveness.

8. Grievance and Dispute Resolution:

- ADIA members must establish a transparent procedure for managing grievances or disputes concerning offers extended to ADX Gold Pass subscribers. It is the duty of the offer provider (an ADIA member) to resolve any grievances or disputes directly with the subscriber.

- ADIA members are expected to address such concerns promptly and fairly, in line with the principles of fairness and impartiality.