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Delivery Policy

1. Executive Media Pty Ltd will supply a magazine to your nominated delivery address in accordance with the length of subscription you have purchased:

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Magazines will be delivered quarterly, in accordance with each new edition released by Executive Media.

Delivery of your first issue may take up to 12 weeks depending on when the subscription order is placed.

2. We endeavour to keep our subscription price list up to date. Current and back issues of the magazine can be purchased separately through the website, however we cannot guarantee the availability of any back issues of our magazines.

3. Prices quoted are in Australian Dollars (AUD) and inclusive of GST (where relevant). We may amend our prices from time to time. We have already factored packaging and postage into the price.

4. When you place an order it is your responsibility to provide correct details such as your name, address for delivery and billing purposes, your email address, telephone number and credit card details. We take due care with this information however, in providing us with such information you accept we are not liable for its misuse due to an error in transmission, a virus or malware.

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6. Subscriptions delivered by post begin with the next available issue of Executive Media. Current and back issues purchased online are dispatched and sent via post to the nominated address within seven working days.

8. We consider the security of your financial details to be of paramount importance and use a secure third party payment system to process your financial details.

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9. Subscriptions are non-refundable 24 hours after the time of purchase.

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9. You may cancel your Subscription at any time during your subscription term.

If an error in processing was made on our part, or due to a technical error for online subscriptions, the full value of any non-delivered magazines will be refunded in full.

If there was no error in processing on our part, or no technical error for online subscriptions, then subscriptions are non-refundable 24 hours after the time of purchase.

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10. If you receive your annual subscription by post and will be away from home for an extended period of time, you may request we temporarily suspend your subscription until you return. The maximum period we can extend your subscription is three months. Just email us at subscriptions@executivemedia.com.au

Gift Subscription

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Product Returns for Magazines not received or Damaged in the Post

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>> email to subscriptions@executivemedia.com.au

>> phone 02 8227 6486

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15. For Australian orders, if you do not receive your copy within 21 days of us mailing it to you, please notify us by email at subscriptions@executivemedia.com.au and we will send you a replacement magazine at no cost. It is your responsibility to keep your postage details up to date. We will not send a replacement copy if you have not updated your address.

16. Our goods come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Privacy Policy

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You are able to read our editorial and take advantage of some of our promotions without providing us with any personal information. However, in certain circumstances, subscription to our newsletter and some giveaways, we do collect your personal information to support our technical performance and to enhance our services. Your personal data is stored on a secure server. We don't, under any circumstances, sell your data, or share it with any other party, unless it's required by law. Only authorized employees have access to view our Subscription Lists.

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In order for you to receive our email updates / newsletters, as well as reader exclusives, we do need to ask for your personal information, which includes your name, e-mail address and in certain circumstances your mailing address. We collect the above information to provide you with the service. Email updates may include messages from our sponsors that are carefully selected and might be useful for you.

3. What to do if you don't want our emails?

In each email or each piece of marketing material that you receive from us, we will endeavour to attach simple instructions on how you can immediately unsubscribe from our mailing list. In any event, you can opt out from receiving promotional material by contacting us and asking to be removed from the mailing list. Our contact details are set out above.

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We will not disclose, rent, sell or otherwise transfer your personal information without your consent, except as otherwise set out in these Terms and Conditions. We share your personal information only with your consent or to the certain entities.

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Any possible dispute over privacy is subject to this site policy, including limitations on damages, arbitration of disputes and application of Australian law. Travel Play Live is subject to the National Privacy Principles under the Privacy Act 1988 (Cth).

7. Third party policy

Our website may provide links to third party websites. The inclusion of any link does not imply our endorsement of any other company, its websites, or its products and/or services. These linked websites have separate and independent privacy policies, which we recommend you read carefully. We have no control over such websites and therefore have no responsibility or liability for the manner, in which the organizations that operate such linked websites may collect, use, disclose or otherwise treat your personal information.

8. Security of Personal Information

Although we take appropriate measures to guard the personal information in our custody and control, we need you to understand that we are unable to guarantee that your personal information will never be disclosed or accessed in a manner that is inconsistent with this document. Rest assured that we maintain administrative, technical and physical safeguards in an effort to protect against unauthorized access, use, modification and disclosure of personal information in our custody and control.

9. Notice of Breach of Security

Nobody's safe from hackers. If a security breach causes an unauthorised intrusion into our system that materially affects you, then Executive Media will notify you as soon as possible and later report the action we took in response.

10. Resolving Your Concerns

If you wish to gain access to your personal information, have a complaint about a breach of your privacy or you have any query on how your personal information is collected or used please forward your request, complaint or query to the address below. We will respond to your query or complaint as soon as possible.

11. Changes to This Privacy Statement

We may amend this Privacy Statement as our business requirements or the law changes. Any changes to this Privacy Statement will be updated on our website so please visit it periodically to ensure that you have our most current privacy statement.

Executive Media Pty Ltd

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