

Further updates for Conference – Travel restrictions and Refund policy

Following discussions with the RWA committee where we considered all options regarding the current pandemic state border restrictions and the deadline for 100% refunds only a few days away, the committee committed to the following changes to the conference T&Cs to ensure we give all members every opportunity to make an informed decision and give flexibility around whether it is viable to attend the conference on the Gold Coast.

The following changes to the terms and conditions override the existing T&Cs.

1. The committee will extend the deadline for 100% refunds until Saturday 31st July. Hopefully by this time case numbers in all states will be at a level where border restrictions can be eased, and travelers can have more certainty around whether they can travel safely and comply with any restrictions.
2. All ticket sales will close on Saturday 7th August. No tickets will be available after that date.
3. The committee has decided that should anyone cancel before the July 31 deadline and later decide to rebook a conference ticket, RWA will honor the original ticket price bought by the member. (i.e. – if you purchased an early bird ticket, you can rebook up to the 7th August at the same as your original booking price)
4. If you cancel your ticket and at a later stage decide to attend the conference and originally purchased Awards night dinner tickets, you may not be able to rebook those tickets as we currently have a waitlist and as tickets become available, we will allocate the spare tickets to those on the waitlist. Cocktail party tickets will not be affected.
5. If you cancel your ticket and had booked pitching tickets and then decide to rebook a pitch appointment you will go to the bottom of the list as we may not be able to hold pitching slots.
6. Anyone choosing to cancel their tickets after the 31st July but before the 7th August will receive a 50% refund less administration fees,
7. No refunds will be issues after the 7th August – however the following exemptions apply:
 - a. **Cancellation by RWA** of the ticketed conference event, will result in registered delegates receiving a full refund. If the event is cancelled **by the venue**, RWA will provide delegates with a full refund.
 - b. If the event is **not cancelled** however the delegate is unable to attend the event due to **local** COVID travel bans and border restrictions (as advised on official Government websites), the delegate will be considered under (d)
 - c. If delegates CHOOSE not to attend the conference, then they can make application under (d)
 - d. All applications for a refund under (b & c) need to be made in writing with supporting documentary evidence from an official government website stating the reason the member is unable to travel. All applications will be assessed on a case-by-case basis. All efforts will be made by the committee to work with each applicant to come to an equitable and considered outcome.

Should the conference be cancelled a virtual conference is planned. However, it would take approximately three months to pivot from an in-person conference to a virtual conference, so would take place later this year. We are however continuing to plan for an in-person conference on the Gold Coast as well as looking at alternative options so we can celebrate our 30th anniversary conference as an in person gathering.

We continue to monitor current Australian Government regulations and will let you know as soon as possible any changes that will impact on the conference. I encourage any member with questions or concerns to contact me directly on events@romanceaustralia.com