

## Terms and Conditions

### August Update for Conference – Travel restrictions and Refund policy

Update following reschedule of conference 21 to December 10-12.

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

1. The committee have extended the deadline for 100% refunds until November 19. 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 November 12. No tickets will be available after that date.
3. The committee has decided that should anyone cancel before the July 31 previous 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 November 12 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 As pitches have already been allocated, and to assist the pitching coordinators, you will no longer be able to select the pitching opportunity during the re-registration process. IF you have not cancelled your ticket, online pitch and business appointments will proceed as scheduled between the 25th to 28th August. We are in the process of checking with the current 'in person' pitch takers and business professionals to establish their availability for December to attend in person. If you would like to register your interest in pitching please contact [pitch@romanceaustralia.com](mailto:pitch@romanceaustralia.com) to discuss. Preference for any new pitch opportunities which become available will be given to attendees who cancelled their pitch appointment when they cancelled their conference tickets.
6. Anyone choosing to cancel their tickets after the November 19 but before the December 3 will receive a 50% refund less administration fees,
7. No refunds will be issues after the December 3 – 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.

Putting together a virtual conference is a daunting task. We did it 2020, which placed a huge drain on our volunteer resources. The committee are mindful of stretching our volunteers beyond their capabilities and do not want to place similar burdens on this year's team.

Should the worst-case scenario again eventuate in December 2021, a virtual awards presentation will be conducted, however the current conference team are not in a position to manage a virtual conference. We would simply cancel the 2021 conference and move towards planning Fremantle 2022.

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](mailto:events@romanceaustralia.com). For cancellations or rebooking email [conference\\_registrar@romanceaustralia.com](mailto:conference_registrar@romanceaustralia.com).

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