



National Congress of Women COVID and General Cancellation Policy

COVID-safe and booking with confidence

We know that the world has changed and there is always going to be uncertainty around events in the age of a pandemic, so here is our approach to making this work:

- The face to face component of the Congress will be fully compliant with government health requirements for COVID safety. We will do what we reasonably can to protect your health and safety and that of all attendees. That will include appropriate social distancing and other measures.
- If the Congress is cancelled due to COVID or other issues, we will offer you the option of a full refund.
- If the Congress is postponed we will offer you the option of a full refund or tickets to the Congress at the postponed dates.
- If you're unwell we will offer a cancel-on-the-day refund of **100%** of your face to face registration fee. It's in everyone's interest to ensure anyone who feels unwell stays away from events, so we will offer you this refund if you are showing any COVID-like symptoms with no questions asked. In these circumstances if you were in a position to donate 10% of the fee to cover some administration costs this would be appreciated.

General Cancellation Policy

Substitution:

- If, after booking a face to face ticket you are unable to attend, you are welcome to nominate someone else to attend in your place.
- Please advise substitutions via email so correct details will be available at the registration desk.

Refunds:

- Cancellation more than 30 days before the event: **100% refund**
- Cancellation less than 30 days, but more than 7 days: **75% refund**
- Cancellation 7 days or less, **no refund in general**, but contact us if you wish to discuss the circumstances of your cancellation and to seek an exemption.