

Greening the Healthcare Sector Forum 30 NOV 2021



Cancellation & Refund Policy

We hope that everyone who registers for the Forum will be able to attend. However, we appreciate that—now more than ever—extenuating circumstances do occur, and we will do our best to reasonably accommodate cancellation requests, especially where unforeseen coronavirus circumstances (e.g. lockdowns or travel restrictions) emerge.

Substitution

- If, after registering for the Forum, you are unable to attend, you are welcome to nominate someone else to attend in your place.
- Please advise of substitutions by emailing ben.mouat@caha.org.au.

Refunds

- Registrations cancelled on or **before 15 November 2021** will receive a full refund.
- Registrations cancelled **after 15 November 2021** will not receive a refund (except in the COVID-related circumstances outlined in the '*COVID-safe and booking with confidence*' section below) or exceptional circumstances as decided by the event organisers.
- Registration may be transferred at any time to another individual as per the '*Substitution*' guidance above.
- Cancellation requests must be in writing; these can be emailed to ben.mouat@caha.org.au.

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 in-person event at the Royal Brisbane & Women's Hospital will be fully COVID-safe and compliant with all government health requirements, to do what we reasonably can to protect your health and safety and that of all attendees.
- **If COVID lockdowns or restrictions change your ability to travel to the in-person event...** you can request to change your in-person ticket to a virtual ticket (price difference will be refunded), right up until the day before the event (29 November). If you would prefer to cancel your registration altogether, you can request a refund if you notify us at least three business days before the event (by 25 November). Please note we are unable to reimburse for travel expenses incurred (e.g. flights and accommodation).
- **If you're experiencing COVID-like symptoms...** we will offer two options: a cancel-on-the-day refund, or change to a virtual registration if you'd like to join the Forum online (price difference will be refunded). It's in everyone's interest to ensure anyone who feels unwell stays away from events, so these options will be offered with no questions asked if you report any COVID-like symptoms.
- **If the in-person event is unable to proceed due to local lockdown or restrictions that impact the venue...** We will move the Forum to 100% online, and refund the price difference for those attendees who originally registered for in-person tickets. This year's Forum has been designed as a hybrid (in-person + online) event, to make the entire experience—from presentations, networking, poster displays, and exhibitor stalls—accessible to virtual attendees and presenters. So, we're pleased to be in a position where we can move the entire Forum online if local restrictions require it. The event organisers will monitor local COVID case numbers and health department advice in the lead up to the Forum and keep attendees informed of any changes to plans as they develop. A final call on whether the event will proceed in hybrid OR fully virtual format will occur by noon Monday 29 November. If a decision is made to move the event fully online:
 - All attendees will be notified by email by noon Monday 29 AEST November
 - If you have purchased an in-person event ticket, this will be automatically changed to a virtual ticket (\$25) and the price difference will be refunded. Unfortunately, full refunds cannot be offered in this scenario.

If you have any questions regarding cancellation and refunds, please contact ben.mouat@caha.org.au.