

If you are an invited speaker whose cost were to be covered/reimbursed by the Conference, please refer to the personal email that you will have/or will receive from The Association Specialists (Professional Conference Organiser) or the Organising Committee.

1. Is my registration fee valid for the new dates in April 2021?

Yes, all registrations to the congress, as well as oral and poster presentations are automatically moved to the new dates.

2. My registration was managed by a sponsor/organisation, what should I do?

From our side your registration is still valid. Please get in touch with your organisation to reconfirm your participation in April 2021.

3. Unfortunately, I will not be able to attend the conference in April 2021, can I be reimbursed?

Yes, refunds will be granted to those delegates unable to attend. Any cancellation fees will be waived for refunds up until Wednesday 8 April 2020. After this time, the existing conference cancellation terms will be reinstated. Please submit any cancellation requests in writing to: acdasm@theassociationspecialists.com.au

4. If I am a sponsor/exhibitor, will I be entitled to a refund?

The Association Specialists (PCO) and or a member of the Organising Committee will be in touch with you directly.

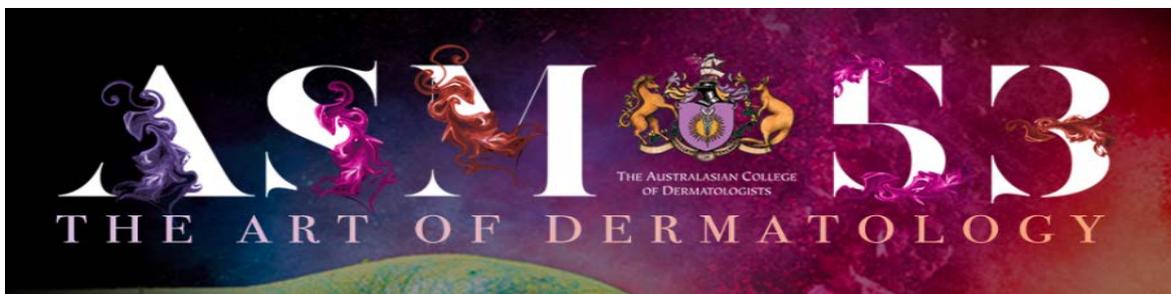
5. I have already sent by email my cancellation request, should I resend it through the online form on the congress website?

If you already received the reimbursement of your registration fee, or an email stating that we are working on it, you will automatically be reimbursed and there is no need to duplicate your request.

6. I cancelled my registration but I will be able to attend on the new dates, what should I do?

If you already received the reimbursement of your registration fee, please [contact us](#). You will be able to register at the same rate you have registered earlier.

If you didn't receive the reimbursement or an email standing that we are working on it we will not continue your cancellation process and your registration will remain valid for the new dates.



7. What should I do with my travel and hotel booking?

If you arranged your hotel booking through the conference website, the booking can remain for the new dates. However, if you do wish to cancel this and obtain a refund please send us this in writing to: acdasm@thassociationspecialists.com.au

If you managed your travel and/or hotel arrangements personally, please get in touch with the airline/train company and hotel explaining them the situation. We recommend you download the official statement on the conference website that states the new dates. COVID-19 is the reason for these dates moving and should be accepted as good reason by all suppliers. Please download this statement and hand it together with your dates moving request.

If you booked travel and hotel through a travel agency you must refer to the agency directly.

8. Hotel, airline or travel agency did not accept to reschedule or reimburse my booking for free, will congress reimburse me?

Neither the College nor the Professional Conference Organiser can be responsible for financial engagements taken by third parties. The social instability and travel limitations caused by COVID-19 outbreak are good reasons for the Association to move the conference to future dates in order to guarantee the wellbeing and safety of all delegates, staff and suppliers involved in this event.

9. The new conference dates are 10-13 April 2021, will my VISA be still valid in those dates?

Please check on your VISA the validity dates, unfortunately you may have to apply for a new VISA.

10. I have a presentation scheduled during the conference, what will happen with it?

We intend to keep the existing program as much as possible. This will only change based on availability of speakers and changes in topics so if you are still able to present then your slot will remain.

11. Can I change my abstract before the new congress dates?

We are keeping existing abstracts and presentations however we do recognise that collected data, presented research and other aspects of the abstracts may change and so we can work with you on ensuring your abstract is up to date throughout the year.