

## **CANCELLATION AND REFUND POLICY**

### **Accommodation**

For accommodation cancellation policies, please refer to the individual hotel policies. Any amendments to original hotel bookings must be forwarded via email to the Conference Office at [apsa@kamevents.com.au](mailto:apsa@kamevents.com.au). Verbal changes or cancellations cannot be accepted nor will the hotels accept any changes direct. Changes can be made up to 30 days prior to arrival, following this date no refunds will be given unless granted by the hotel.

### **Registration Fees**

All cancellations must be made in writing to the [Conference Office](#) and the refund will be issued after the Conference. Refunds will not be granted on the failure of visa application. The Conference Office will acknowledge receipt of your cancellation by email.

Refund for cancellation of registration will be made and subject to the following deadlines and administrative charge:

- On or before 13 August 2023 - Prior to 90 days - Full refund less an AUD150 cancellation fee
- On or before 13 September 2023 - 61 - 90 days - Refunds will be issued, less a cancellation fee of 30% of the registration rate
- On or before 12 October 2023 - 31 - 60 days - Refunds will be issued, less a cancellation fee of 50% of the registration rate
- After 13 October 2023 - 30 days - No refunds applicable

The refund will be returned via the same payment method as the original receipt of funds.

No refund will be made after 13 October 2023, however, an alternative delegate name may be provided in writing and the booking and funds will be allocated accordingly.

Please note no refund or discount will be made if an inclusive function or event within the registration fee is not taken up or is subsequently cancelled.

Where there are extenuating circumstances a refund outside of these terms may be considered by and at the discretion of the Organising Committee.

### **Insurance**

Participants are strongly advised to secure appropriate travel and health insurance. Delegate registration fees do not provide any such insurance coverage. The Organising Committee and the Conference Secretariat accept no responsibility for any loss in this regard. This particularly applies if your flight is cancelled and you are no longer able to attend - no refund of your registration will be processed.

### **Tax**

All Registration Fees and Additional Ticket rates are quoted in Australian Dollars and are inclusive of Goods and Services Tax (GST).

## **COVID-19 POLICY**

APSA 2023 will be held at Sofitel Brisbane Central and we are committed to being at the forefront of the return to face-to-face conferences.

### **QLD Government COVID-19 Website**

We encourage you to review the QLD Government COVID-19 website for the latest updates and information on travel restrictions and requirements in

Queensland: <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19>

### **Sofitel Brisbane Central**

The hotel follows any guidelines provided by the QLD Government. Currently all restrictions have been lifted and the resort is open to operating per normal operations. The resort does still have high cleaning and health and safety standards.

#### **- Hand Sanitiser**

Hand sanitiser will be provided by the venue and available for all staff and attendees as they enter/exit the event site and discrete areas within the site.

#### **- Cleaning Standards**

The venue will increase cleaning throughout the Conference & Event space for the duration of the Event with particular attention to high traffic areas and discrete areas such as bathrooms.

### **APSA and KAM Events Recommendations**

For the safety of yourself and others we recommend:

- Social distancing restrictions of 1.5m
- Frequent use of hand sanitiser and hand washing
- Staying home/room if you develop any symptoms in the days before the Conference
- Please contact Kate or Jenny at KAM Events on 5619 3851 if you become unwell and require assistance
- Wearing a mask indoors and when unable to social distance (in line with current government recommendations)
- Masks and COVID RAT tests will be available from the registration desk, however we do recommend you bring your own masks.

## **OTHER INFORMATION**

### **ON-SITE HEALTH & SAFETY**

The Conference Managers, in conjunction with the APSA Committee, and the Meeting Venue, are committed to providing and maintaining a safe and healthy meeting environment for all attendees, and to providing the information needed to achieve this. The Conference Managers, in conjunction with the APSA Committee, and the Meeting Venue, will take responsibility for providing health and safety procedures whilst onsite, however, all meeting attendees need to be aware of their own responsibilities.

Each meeting attendee is encouraged to play a vital and responsible role in maintaining a safe and healthy meeting environment through:

- Listening to the health and safety briefing onsite and/or;
- Ensuring all accidents and incidents that occur onsite at the meeting are reported
- Informing the Conference Managers, a member of the APSA Committee or a staff member at the meeting venue immediately of any health and safety concerns
- Respecting your own personal safety and that of other meeting delegates and employees.

### *COVID-19 Awareness*

We also ask all on-site delegates to respect these additional Health and Safety guidelines to reduce any unknown transmission of the disease:

- Please do not come to the meeting venue in Brisbane if you are unwell. Report your cold and flu-like symptoms to your local health professional and get tested
- Wash or sanitise your hands regularly
- Sneeze or cough into your elbow and don't touch your face
- Adhere to current recommended physical distancing, and any on-site signage and instructions.

### **DELEGATE LIST**

Personal information is collected on behalf of the Organisers. A delegate list will be produced for the meeting including name, organisation and region/state. It will be distributed to meeting sponsors and exhibitors. This list will not be provided by the APSA Committee to any other third party. Should you not wish your details to be included on the list please indicate during the registration process. Delegates will also be able to find other attendees via the Conference app.

## **PHOTOGRAPHY/ VIDEO**

APSA is held in a public space, therefore we are not responsible for photography or video taken by sponsors, exhibitors or participants at some meeting activities. Additionally, the Organisers may arrange for photos to be taken during the meeting. The Organisers reserve the right to use images taken at the meeting with your photograph and/or likeness in future marketing materials, including on the internet. The Conference Managers may also use images taken at the meeting with your photograph and/or likeness in future marketing materials, including on the internet, with the permission of the Organisers. Meeting attendees who do not wish for their photo to be taken have the ability to decline by sending an email to the Conference Managers at [apsa@kamevents.com.au](mailto:apsa@kamevents.com.au).

## **INSURANCE**

The APSA Committee and the Conference Managers will not accept any liability for losses associated with the meeting. Delegates are advised to arrange their own comprehensive travel and medical insurance, including insurance for personal possessions and financial loss due to cancellation or postponement of the meeting.