



ASMIRT-NZIMRT 2020 Conference Postponement FAQ's

I have already registered for the conference. What happens now?

Our new conference dates will be an equivalent replacement for the planned event originally scheduled for 14-17 May 2020. Registrations which have already been made will be valid for the new date for the ASMIRT-NZIMRT conference. For those who are able to attend between 11 and 14 February 2021, no action is required. For those who have registered and are unable to attend the rescheduled event, refunds will be available.

Can I get a refund for my registration?

We understand that you may be extremely busy at work and with your family lives at this time, and we would like to assure you that there is no immediate urgency in contacting us regarding your participation in the event at the moment. We will be in touch once things have started to settle down, so we can gauge your potential attendance at the conference. As part of the announcement of the new date, all delegates will have been sent an email regarding the new confirmed conference dates.

If you require a refund urgently, please contact the ASMIRT Events Team at conferences@asmirt.org or on +61 3 9419 3336 and we will make a priority of processing your refund.

Is there any penalty for cancelling my registration?

If a refund is requested, the full amount will be processed back onto the credit card you used to register for the conference. No administration fee will be deducted. If you have made payment internationally, we will not be able to refund the international transfer fee, which has been paid to a third party.

Can I get a refund for my travel costs?

Qantas/Jetstar, Air New Zealand and Virgin Australia have released information regarding getting a travel credit for all travel over the coming months. Please follow these links for more details or follow up with your airline/travel provider.

Qantas/Jetstar

<https://www.qantas.com/ar/en/travel-info/travel-updates/coronavirus.html>

Air New Zealand

<https://www.airnewzealand.com.au/travel-alerts#DPukAT8z1O0wPGyw1NWH>

Virgin Australia

https://travel.virginaustralia.com/au/coronavirus-update?icmpid=va|c_crm|au_hp|fre|covid19|na



Can I cancel my accommodation?

If you have booked your accommodation through ASMIRT / InHouse Event Solutions when you registered, all accommodation for the May 2020 conference dates has now been cancelled with no penalties. If you have requested an invoice to arrange pre-payment, and that invoice has been paid, please contact [Inhouse Event Solutions](#) as soon as possible.

If you booked via another channel you will need to contact that provider or the Hotel directly.

Can I rebook the same accommodation for the new dates?

InHouse Event Solutions, the Accommodation Managers for this event, are pleased to advise that all accommodation offered through the registration system for the May 2020 dates will again be available for the new February 2021 dates with the same pricing and terms and conditions.

InHouse Event Solutions will be in contact in coming weeks regarding rebooking accommodation for the new dates.

If you have any accommodation queries please contact Bec at InHouse Event Solutions at conferences@inhouseevents.com

I was accepted to present at the conference. What happens now?

It is our wish to keep the program as close to that currently planned as possible, however we expect there could be some change to presenter availability.

In the coming months we will be contacting all accepted authors and asking if they can reconfirm their intention to attend the conference and present on the new dates.

Any authors who were accepted to present but were not able to attend will be contacted to ascertain if they wish to be considered if a suitable place in the program becomes available.

Will the same workshops be delivered as part of the new conference dates?

We will be reconfirming with workshop presenters now that the new dates have been advised and, should any be withdrawn, we will be in contact with any delegates who have registered to attend that particular workshop advising of any changes. Of course, a full refund will be given for any withdrawn workshops.

Once the full list of pre-conference workshops is available there will be an opportunity for you to change to an alternate one, if applicable.

Will the program change?

We are hoping that the program currently on the conference website will not change however, with the change of date and hence a different availability of presenters, we are anticipating some changes. We will update the program once presenters have reconfirmed their intent to present at the conference from 11-14 February 2021.



How will Sponsors and Exhibitors be affected by the postponement?

We would love for all the current sponsors and exhibitors to be part of ASMIRT-NZIMRT conference for the new dates. Should your circumstances change, and you are no longer able to join us for the new dates, you will be eligible for a full refund. To discuss this, please contact David Leach:

david.leach@asmirt.org

I purchased tickets for Harry Potter and the Cursed Child. What are my options?

We are currently negotiating to include the same ticket arrangement for the new conference dates as we had with the May conference dates. Once we receive confirmation of this, ticket holders can simply roll their tickets over to the new date, change dates or receive a full refund. We will be in contact with all who have already purchased tickets as soon as the new arrangements are finalised.

I bought tickets for AFL - Friday Night Footy. What happens now?

As the conference will not be held during the AFL season a full refund will be automatically processed for all who purchased tickets for the AFL - Friday Night Footy. Contact conferences@asmirt.org if you have any questions regarding the refund on your footy tickets.

I bought tickets for Friday Night Strike Bowling.

Friday Night Strike Bowling will again be part of the ASMIRT-NZIMRT conference. Any tickets purchased for this event can be carried over to the new date however, if you are no longer able to attend on the new date, a full refund is available by emailing conferences@asmirt.org.

When will Registrations be open for ASMIRT-NZIMRT 2021?

Registrations for the ASMIRT-NZIMRT conference at the new dates of 11-14 February 2021 will re-open in August 2020.

Will there be a new early bird registration date for ASMIRT-NZIMRT 2021?

Yes, early bird will be available until Thursday 19 November 2020.