

# Sands of Time Cancellation Policy for Attendees

History Redcliffe and History Queensland are committed to delivering a stellar conference to all attendees.

As there are limited spaces for attendees, we want to ensure that all persons who want to attend can.

Unfortunately, booking cancellations made too close to the conference date can result in people missing out and the benefits of full attendance at the conference being compromised.

Accordingly, our conference cancellation policy aims to:

Minimise the cancellations of attendees;

Provide you with information about our commitments to you in the event of a cancellation by us;

Provide you with information about your obligations to us if you cancel your booking at late notice or do not attend.

For these reasons our cancellation policy is:

Cancellation more than 30 days before the event: 100% refund (available up to and including 20th September 2022).

Cancellation between 15 and 30 days before the event: 50% refund (available between 21st September and 6th October 2022).

Cancellation less than 15 days prior to the conference: no refund (from 7th October onwards)

If you need to cancel your booking or any part of it, you must notify us in writing. You can send your notice to us by email to [admin@sandsoftime.org.au](mailto:admin@sandsoftime.org.au).

## Substitution

If, after booking your spot at Sands of Time Conference 2022, you are unable to attend, you are welcome to nominate someone else to attend in your place. You should advise the Conference Secretary Ms Rae Frawley of your substitution by email ([admin@sandsoftime.org.au](mailto:admin@sandsoftime.org.au)) so that the necessary arrangements can be made.

Unfortunately, places at the Sands of Time Conference cannot be shared.

## COVID-19 Pandemic

We know that the world has changed and there is always going to be uncertainty around events in the age of a pandemic. Our priority is to maintain the safety and wellbeing of all persons who attend the conference. Accordingly, the event will be fully COVID-safe and compliant with all government health requirements. We will do all that we reasonably can to protect your health and safety and that of all attendees. That will include appropriate social distancing and other measures.

## **Insurance**

Registration fees do not include insurance of any kind. It is strongly recommended that participants take out their own general travel insurance. It is suggested that the insurance policy should also cover loss of fees/deposit, airfares, accommodation charges, medical expenses, loss or damage to personal property and repatriation expenses.

The Insurance should cover loss arising from the cancellation of the conference by the organisers or a person's inability to attend due to any reason whatsoever. No responsibility is taken by the conference managers for any person not holding insurance.

## **COVID postponement**

If the Queensland or Australian Government defines, declares or imposes a pandemic and/or health emergency and the definition, declaration or imposition of the pandemic and/or health emergency results in restrictions or prohibitions that prevent the conference from being run, then we will make all reasonable endeavours to postpone the conference to another suitable date in that year.

## **COVID-19 isolation cancellation**

If you are required to self-isolate under any declarations or restrictions imposed by the Queensland Government or Australian Government and are unable to attend the conference due to this, you should make reasonable endeavours to substitute your attendance to another person from your organisation. You should also notify the Organising Committee by email ([admin@sandsoftime.org.au](mailto:admin@sandsoftime.org.au)).