



## Frequently Asked Questions (FAQs)

Applicable only to those who registered prior to postponement of ACA 2020 (i.e. prior to 18<sup>th</sup> March 2020).

Delegates who have registered after 18<sup>th</sup> March 2020 should refer to the terms and conditions of registration.

In order to minimise inconvenience and in anticipation of your questions we have provided some information below to assist you.

- If you have already registered for ACA 2020, your registration has been automatically transferred to the new dates, with the same conditions. For any questions regarding your registration, please contact [events@fitwise.co.uk](mailto:events@fitwise.co.uk)
- For travel arrangements we recommend that you contact your travel agency or flight company as soon as possible to modify your booking.

### I will not be able to attend the conference on the new dates;

- **Can someone else attend in my place?**  
Yes. Please put this in writing to [events@fitwise.co.uk](mailto:events@fitwise.co.uk) at your earliest convenience. You should include the name, email address, job title and place of work of your replacement.
- **There is no one that can attend in my place. How do I cancel?**  
To cancel you should put this in writing to [events@fitwise.co.uk](mailto:events@fitwise.co.uk)
- **If I cancel will I be reimbursed?**  
You will receive a refund (minus a 10% administration fee) if you provide written notification of cancellation, as instructed above, by **1<sup>st</sup> July 2020**.  
*Please note that due to the high volume of enquires it may take up to 60 days to process your refund. We thank you for your patience and understanding during this time.*

After 1<sup>st</sup> June 2020 the standard cancellation policy of the event will apply:

*Cancellations received by **Monday 12 April 2021** will receive a refund minus 20% for administration costs. Unfortunately, for cancellations received after this date, there will be no refund and if payment has not been received, delegates will still be liable for the full delegate fee. This will also apply to delegates registered after **Monday 12 April 2021**. Substitute delegates are welcome.*

*It is your responsibility to ensure you have the appropriate insurance in place to cover your registration costs should you be required to cancel for any reason, including medical, bereavement or travel disruption.*



### **What should I do with my travel and hotel booking?**

Please get in touch with the travel company and hotel to reschedule your booking.

You may wish to advise them that you are cancelling/rescheduling due to COVID-19.

### **I was awarded branch funding/a bursary for ACA 2020. Is this transferrable to ACA 2021?**

You should contact the organisation/body that offered you the bursary or please contact your local branch to see if funding is transferrable.

### **Hotel, airline company or travel agency did not accept to reschedule or reimburse my booking for free, will the congress reimburse me?**

ACA are not responsible for financial engagements taken by third parties.

### **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 make a new registration.

### **I am part of a group registration made by a participating industry partner; do I need to do anything?**

No, group registrations will be transferred automatically to the new date. Confirmation of the updated booking have been sent to you.

### **If you have further questions, please contact:**

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