

## ACRA COVID Event Policy

COVID is impacting the way in which events can be run. It is important that you understand the precautions that ACRA and our choice of venues are taking to ensure your safety and what may happen should circumstances change.

### **What measures are being taken to ensure the safety of participants and to reduce the risk of the spread of COVID-19 at one of our events?**

First and foremost, the event will comply with all bio-safe measures being put in place by both federal and state governments to ensure the safety of participants. As well as any regulations and venue policies, the event will look to maintain social distancing, increase sanitisation, decrease congestion in all areas, food service will be altered to minimise contact and to ensure hygiene, attendees will be asked about their health and those with flu-like symptoms may not be permitted to attend. These measures may change in line with the most up to date health advice.

Rest assured, the safety of our attendees, speakers and ACRA staff/volunteers is paramount and as an organisation we will work to ensure the safest environment possible.

### **What happens if government regulations or restrictions related to COVID-19 limit or prohibit me from attending in person?**

If your ability to attend the event live is impacted by government restrictions and you decide that you do not want to experience the event virtually, or if the event is postponed and you are unable to make the new dates, you will be able to transfer the full value of your registration to a colleague or to a future event.

We recognise there is uncertainty around registering for live events right now. You want to be able to plan ahead, register and benefit from any Early Bird savings but you are cautious in case borders shut, local lockdowns mean the event is postponed or other government regulations impact your attendance.

ACRA understands. And whilst we can only run events in the current climate according to the information we have at the time, we can give you a **Book with Confidence** value guarantee that will ensure the value of your investment is fully realised.

As an organisation we strongly believe that face-to-face is yet to be replaced by virtual and our preference is to be able to run events live. However, at the time of the event, if government regulations/restrictions related to COVID-19 restrict or prohibit the ability of certain delegates to attend in person, where possible, we will either postpone the event or run a webinar event to facilitate the virtual attendance of impacted attendees. If the live component is prohibited and a postponement is not viable, the event will run fully virtually.

### **Our Book with Confidence value guarantee:**

If your ability to attend an event live is impacted by government restrictions and you decide that you do not want to experience the event virtually (via webinar), or if the event is postponed and you are unable to make the new dates, you will be able to transfer the full value of your registration to a colleague or to a future event, and of course a refund is also available.

We appreciate your understanding and flexibility during this challenging time for holding events especially for those collecting CPD points and we look forward to continuing to connect you with industry experts and provide critical business content to our industry members and non-members.

If you require any additional information, please do not hesitate to contact ACRA:

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