

Terms and Condition Policy on Cancellations for events associated with COVID-19



We understand the recent corona-virus outbreak brings uncertainty, and SOTO A continues to remain vigilant in providing a safe event.

Effective immediately our COVID cancellation policy is as follows.

Delegates are asked to only attend a SOTO A seminar in your home state, alleviating all need to travel between states. If you choose to travel over a border to attend and a rapid border closure has been implemented, our standard seminar terms and conditions apply

Government-directed closures

If any of our events cannot go ahead on the scheduled weekend/s due to government restrictions, SOTO A will postpone the event as required to a suitable date, refund requests must be in writing within 7 days of announcement and will be issued at the board's disclosure.

COVID symptoms / illness

Refunds or deferral of registration will be available if you have developed any COVID-19 symptoms after registration and within 10 days of the start of seminar, or if you have been in contact with anyone who is symptomatic or is a confirmed case or have been directed to isolate by DHHS.

A COVID test result notification (positive or negative) within 2 days either side of the event date will be required for full refund.

General illness – please refer to our standard T&C

If Travel is Permitted within event state

Delegates who are cancelling for any reason other than COVID, COVID related state government directed closure, lockdown or travel restrictions in your state please refer to our standard Cancellation Policy.

To prevent the spread of COVID-19 and reduce the potential risk of exposure to our educating team and delegates, we will be conducting a simple screening questionnaire. All delegates participation is important to help us take precautionary measures to protect you and everyone in the community.

This questionnaire will be included at our registration declaration where delegates will be asked the following:

1. Have you returned from an overseas trip within the last 14 days?
2. Have you had close contact with or cared for someone diagnosed with COVID-19 within the last 14 days?
3. Have you been in close contact with anyone who has travelled within the last 14 days to one of the countries or hot spots listed on health.gov.au?
4. Have you experienced any cold or flu-like symptoms in the last 14 days (to include fever, cough, sore throat, respiratory illness, difficulty breathing)?

Other FAQ

Travel & Accommodation

- *SOTO Australasia and its organisers will not be held responsible in the event of general sickness, natural weather event, or other disasters or disruptions including travel arrangements.*
- Please ensure you have all relevant travel insurances if required.
- You should check whether you are covered under any travel insurance policy.
- If you no longer wish to attend an event due to concerns about COVID-19, and there are no government directed closures or restrictions this may be treated as a 'change of mind'. Refer to our standard terms and conditions
- A requirement of attending our seminar series is following all directives of the education team during the events. This includes following all cleaning, sanitising and other instructions to adhere to all health and safety measures.