



## **Refund policy for COVID -19 cancellations at DRILL 2021.**

### **The venue is the Adelaide Convention Centre in SA.**

All refunds have been calculated on ADIA needing to cover basic costs that have already been paid for and are not refundable. This includes conference and exhibition hall hire, booth hire, daytime catering, and welcome party and dinner expenses.

### **Delegates (not exhibitors)**

*Scenario 1 - If a State other than SA (example Queensland) has a COVID outbreak and delegates are not permitted to travel to Adelaide.*

If this happens within 4 weeks from the conference start date, a full refund will be provided. This must be enforced by a State government and cannot be an individuals' own choice not to attend. Normal cancellation rules would apply outside of this period.

*Scenario 2 - If SA goes into a COVID enforced lockdown and delegates cannot travel there.*

This scenario is based on a COVID situation in SA that would force the Adelaide Convention Centre to cancel/postpone the timing of the event. If this were to happen it would likely occur with very short notice, meaning ADIA would need to negotiate a new set of dates.

ADIA would hold onto all payments received and reschedule the event to either later this year or a date in 2022. Any delegates who cannot attend on the new dates would be entitled to a refund as per the standard policy, which is:

1. More than 3 months out – 100% refund
2. Between 3 months and 1 month out – 50% refund
3. 1 month or less is not entitled to a refund.

For more information on delegate cancellations, contact ADIA on 08 6305 0466 or email [info@adia.com.au](mailto:info@adia.com.au)

### **Exhibitors - standard booth (3m x 3m)**

*Scenario 3 - If a State other than SA (example WA) goes into lockdown and exhibitor staff cannot travel.*

If it were to happen, it would likely be 0-2 weeks prior to the conference starting. The first contingency is that the exhibitor may have staff from another state that they can still send along. If this is not possible then it could mean that they cannot participate at all.

Under these circumstances the refund amounts will be:

1. Members - \$1,748 (50%) to be refunded from \$3,495 payment.
2. Non-members - \$2,098 (50%) to be refunded from \$4,195 payment.

Multiple booths will receive a discount corresponding to the number of 3m booths that make up their stand.

*Scenario 4 - If SA goes into a COVID enforced lockdown and exhibitors cannot travel there.*

If it were to happen, it would likely be 0-2 weeks prior to the conference starting. First option would be to negotiate with the Adelaide Convention Centre for a postponement to a future date either later in 2021 or suitable dates in 2022. Any exhibitor who cannot attend on the new dates would be entitled to a refund as per the standard policy, which is:

1. More than 3 months out – 100% refund
2. Between 3 months and 1 month out – 50% refund
3. 1 month or less is not entitled to a refund.

### **Sponsors (Bronze, Silver, Gold and Platinum)**

*Scenario 5 - If a State other than SA (example WA) goes into a COVID enforced lockdown and sponsor/exhibitor staff cannot travel. The probability is that a cancellation would be too close to the event for the sponsorship to be resold to someone else.*

If the sponsor has exhibition space included, then first preference would be to use staff from another State.

If a sponsor's staff are all from the restricted State and no-one can travel, then these refunds would apply:

1. **Platinum** – has an allocated 12m x 6m floor space of 76m<sup>2</sup>. Sponsorship includes pre-conference promotional value of \$5,000.  
Refund amount of 65% or \$19,175 from \$29,500 payment.
2. **Gold** – has an allocated 6m x 6m floor space of 36m<sup>2</sup>. Sponsorship includes pre-conference promotional value of \$4,000.  
Refund amount of 65% or \$14,625 from \$22,500 payment.
3. **Silver** – has an allocated 9m x 3m floor space of 27m<sup>2</sup>. Sponsorship includes pre-conference promotional value of \$3,000.  
Refund amount of 65% or \$10,725 from \$16,500 payment.
4. **Bronze** – has an allocated 6m x 3m floor space of 18m<sup>2</sup>. Sponsorship includes pre-conference promotional value of \$1,000.  
Refund amount of 65% or \$6,825 from \$10,500 payment.

*Scenario 6 - If SA goes into a COVID enforced lockdown and sponsors with exhibition space cannot travel there.*

If it were to happen, it would likely be 0-2 weeks prior to the conference starting. First option would be to negotiate with the Adelaide Convention Centre for a postponement to a future date either later in 2021 or suitable dates in 2022. Any sponsor with exhibition space who cannot attend on the new dates would be entitled to a refund as per the standard policy, which is:

1. More than 3 months out – 100% refund
2. Between 3 months and 1 month out – 50% refund
3. 1 month or less is not entitled to a refund.

### **All other sponsorships**

All other sponsorships do not require attendance and therefore normal refund policy applies:

1. More than 3 months out – 100% refund
2. Between 3 months and 1 month out – 50% refund
3. 1 month or less is not entitled to a refund.

For more information on exhibition and sponsorship cancellations, contact DRILL 2021 sponsorship and exhibition booking agent Jamie Wade on 0435 945 868 or email [jamie@wadebusiness.com.au](mailto:jamie@wadebusiness.com.au)

*ADIA will endeavour to treat all delegates and exhibitors fairly and accommodate all requests to the best of our ability based on these guidelines. We understand that COVID-19 outbreaks can cause difficulty with travel plans and therefore we are issuing this document well in advance. ADIA will however be locked into certain costs whatever occurs, and we are attempting to minimize the financial risk to all involved.*