



BOOKING AND REFUND POLICIES FOR EVENTS SCHEDULED IN 2021: COVID-19 INFORMATION

DEPOSITS

If provincial or federal COVID-19 guidelines change unexpectedly and affect Conference Services' ability to deliver the agreed-upon services, you have the following options:

- Request to reschedule your booking for a future date up to 14 months later than the original date. Please contact Conference Services to discuss available dates and to draft a new mutual agreement. The deposit you paid will be applied to the rescheduled conference. Your rate for the deferred conference will reflect original 2021 rates.
- You can request a full refund if you're able to cancel your event *at least four months before* the scheduled booking

ATTENDANCE NUMBERS

For existing Conference events, please note that you are not required to guarantee booking numbers; however, *60 days before the event you must confirm that you have a minimum of 30 attendees*, or the 8.5% guarantee policy for attendee numbers would apply. For more information please contact Conference Services at conferences@twu.ca.

NEW BOOKINGS

If you would like to book a new event for 2021, you will be required to sign a contract at the time of booking, with a 10% deposit required two months prior to the event.

NOTE: *Please be assured that even if a vaccine becomes available, the above policies will be in effect regardless.*