

The 21st Annual Scientific Meeting of the Australasian College of Phlebology



FAQS

Is my registration fee valid for the new dates in May 2021?

Yes, all registrations to the congress, as well as oral and poster presentations will be automatically moved to the new dates. If you do not wish to present or are unable to attend, please contact acpasm@phlebology.com.au.

Unfortunately, I will not be able to attend the conference in May 2021, can I be reimbursed?

Yes, refunds will be granted to those delegates unable to attend. Any cancellation fees will be waived for refunds up until Friday 17 April 2020. After this time, the existing conference cancellation terms will be reinstated. Please submit any cancellation requests in writing to: acpasm@phlebology.com.au

If I am a sponsor/exhibitor, will I be entitled to a refund?

The event co-ordinator and or a member of the Organising Committee will be in touch with you directly. As it stands all existing bookings will be automatically moved to the new dates.

I have requested a refund, when and how will I receive it?

You will automatically be reimbursed back to the card used for your registration payment. You may not receive the refund until the 20th April 2020.

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 contact acpasm@phlebology.com.au. If you haven't received the refund please contact us immediately and your registration will remain valid for the new dates.

What should I do with my travel and hotel booking?

If you have booked via the accommodation room block organised between the ACP and the Pullman Hotel then the standard 30 day cancellation policy should apply. Please contact the Pullman Hotel reservations team on reservations@pullmanauckland.co.nz to make any changes.

Bookings made outside of the ACP room block are subject to the terms and conditions of the third party the accommodation was booked under. The ACP has no control over such bookings.

The college is not liable for any losses incurred for accommodation and travel bookings.

I have a presentation scheduled during the conference, what will happen with it?

We intend to keep the existing program as much as possible. This will only change based on availability of speakers and changes in topics so if you are still able to present then your slot will remain.

Can I change my abstract before the new congress dates?

We are keeping existing abstracts and presentations however we do recognise that collected data, presented research and other aspects of the abstracts may change and so we can work with you on ensuring your abstract is up to date throughout the year.