

# CORONAVIRUS GUIDANCE AND CANCELLATION POLICY

For Events and Local Groups



**We are following guidance from the Government and Public Health England with regards to public events and gatherings. At this stage, our events and local group meetings are going ahead, and we advise attendees to follow good hand hygiene practices. We will also continue to livestream our events when possible. We will immediately inform members of any changes to our planned events programme.**

In the first instance, if you believe you may have symptoms of coronavirus and live in the UK, use the NHS's [online tool](#) to find out what to do next.

## **Cancellations and refunds**

We may need to cancel or postpone some events and meetings if government advice recommends this. Please see our revised cancellation/refund policy below:

**If you are sick and unable to attend an event, you will be able to receive a full refund up until the day of the event to help prevent the spread of illness. This is in effect until 31 May 2020. We will review and update the policy, accordingly.**

**If you have paid for a ticket and would like a refund, please send your request to [events@societyofauthors.org](mailto:events@societyofauthors.org) with the name of the event in the email subject header.**

**We aim to process refunds within 48 hours.**

**Important:** If you are no longer attending an event, please let us know so we can cater accordingly and have an accurate steer on the number of guests to expect – even if it is a free event.

**We will email you should an event be cancelled; however, we do not currently have plans to cancel events.**

*Last updated: 12 March 2020*