

INTRODUCTION – BRIEF SUMMARY WHY WE ARE POSTPONING, FAQ RESPONSES

After careful consideration it has been decided to postpone the Belfast 2020 conference and all associated events.

The COVID-19 (Coronavirus) outbreak brings an increasing number of concerns. In particular, we have now seen the biggest rise of cases in a single day and the virus has now been characterised by the WHO as a pandemic. As a result, we have seen an acceleration and escalation in the policies adopted across Europe and worldwide.

After a careful assessment of the situation, whilst holding the health of our delegates and service users in mind, the BAMT has reached the conclusion that the most appropriate solution to ensure the safety and wellbeing of our community is to postpone Belfast 2020 and all associated events.

1. Why did you wait until now to postpone?

The conference organising committee have been working very closely with Queen's University and have been monitoring the developing situations. We have had to balance and assess multiple factors ahead of making any decision.

2. Are you postponing only the conference or conference and all associated events?

The conference and all associated events are postponed.

3. Will any sessions be made available virtually?

Due to the short time frame and the nature of the material we cannot offer any events over the conference weekend. We will be looking at the possibility of other enhanced events, such as the AGM, over the course of the year.

4. When will BAMT be holding the rescheduled conference?

We are not certain about the date as yet. We are aiming for early next year. We are discussing the availability with the venue. We will notify everyone as soon as we finalise the date.

5. Will my fees (registration, special events, etc.) be refunded? When?

Yes, your fees will be fully refunded unless (less bank charges for overseas payments) you want us to hold your fee to the next conference. The deadline for the refund requests is 31st May 2020. We ask for your patience and cooperation as we process the large volume of refunds that need to be made. We are aiming to make all refunds by 12th June 2020.

6. Will BAMT help with fees associated with the cancellation of my travel and hotel reservations?

Unfortunately, according to our ['Booking Terms & Conditions'](#) we will not be able to refund your travel and accommodation.

If you have booked with Flybe, you can follow the advice below to get your money reimbursed.

Due to Flybe no longer in business, this is how you may be able to get your money back.

Can I get a refund? If you booked directly with Flybe by credit card then you need to contact your lender to claim under Section 75 of the Consumer Credit Act, as long as you paid over £100. If you paid by debit card then you may be able to get a refund by going to your bank and using Chargeback. If you booked using a third party travel agent within the EEA as part of a third party holiday then you may be covered under the Package Travel Directive and you can contact your travel agent to book an alternative flight. If you booked with an agent or holiday website and they are ATOL protected then you'll get flights rebooked.

Claim on insurance: If you can't claim compensation directly through the airline & hotel, your travel insurance may refund you but it depends on the terms and conditions of your policy. Please check this link for the postponement of events at the venue. This may also help with your insurance claim.
<https://www.qub.ac.uk/home/coronavirus-faqs/>

If you have booked with Ibis Queens Quarter hotel you will be able to move your booking to the new conference dates without any penalty.

7. I applied a promotion code when I booked for the conference. Will this be available when I book next time?
Any tickets already paid for will be honoured at the rearranged date. Though we are not able to assure it at the moment, we are aiming to make the promotion codes available to new bookings at the next conference too.
8. I am an exhibitor or sponsor – what happens to the fees I paid?
Please contact BAMT Office at bamtconf@bamt.org for your options for a refund or an opportunity to move your exhibit/sponsorship to a future conference.
9. I was scheduled to give presentation/poster/roundtable/workshop at the conference, what happens to my abstract now? Can I withdraw it? Can I withdraw and submit for the future BAMT conference or a different conference?
It is our hope that you will still be able to speak at the rearranged conference. Tessa Watson, Chair of the Conference Programming Group, will be in contact soon with the next steps.
10. I have booked for the conference as student delegate, but early next year I will be a Newly Qualified. Would I be still re-book as a student?
You can re-book as a student if you don't apply for a refund for the cancelled conference.

If you have any further queries, please contact BAMT office via bamtconf@bamt.org