

STATEMENT AND POLICY REGARDING CORONAVIRUS (COVID-19)

1. Booking Policy

Please note that this event booking is non-refundable, the following principles however apply:

1.1 Cancellation of Event

If there is a change in government COVID-19 restrictions or venue policy that mean the event is not able to take place, delegates who have purchased in person tickets to attend the venue will be able to amend their ticket to a virtual ticket option. The delegate will receive a refund for the difference in cost between a virtual and in person ticket. If you do not wish to attend virtually, you can also exchange your ticket for a future event or contact ORS for a full refund of your purchased ticket price.

1.2 Testing Positive for Covid-19

If you test positive for COVID-19 prior to a physical event we would ask you not to travel to the event, you will be entitled to either a full refund of your ticket, the opportunity to switch to a virtual ticket or the option to exchange your ticket for a similar future event with any difference in cost either refunded or credited against the additional cost.

1.3 Postponement of Event

If an event is postponed due to restrictions implemented by the venue or government, your ticket will be carried over to the future event date. You will also be able to contact ORS for a refund or to exchange your ticket for an alternate event should you wish to not keep your ticket for the future event date.

2. Venue Policy and Safety

2.1 Attending an Event

For the wellbeing of yourself and other delegates, we will be adhering to the best possible advice to safely look after you, our staff and those in the local community. In addition to government restrictions, there may be additional measures that are imposed by the venue or the ORS in the interest of safety. If you are feeling unwell

with any Covid symptoms, please do not attend the event in person and contact The OR Society to apply for any of the options listed within the Booking Policy.

2.2 Self Check In Option

Events that host more than 200 Delegates will offer the option to self-check in via an attendee app to reduce queues at arrival and ensure a safe and socially distanced arrival for delegates.

2.3 Safety Measures

The OR Society will evaluate potential venues with a view to ensuring that they are as safe as possible, including the provision of adequate ventilation.

There will be hand sanitizer points at all main entry doors, reception, and dining room entrances at all ORS event venues.

Facemasks are strongly recommended within all ORS events when moving around buildings and in lecture halls to help with the safety of yourself and other delegates. We would recommend social distancing where possible though this may be difficult in some venues. We will ensure all venues increase in touch point cleaning and deep cleaning across all areas where ORS events are held.

We may additionally request that attendees carry out a COVID test prior to attending the event.

2.4 Government Guidelines

Most of all, our priority is the safety of all delegates and our team, and we are committed to taking appropriate action to support this safety where necessary. We will continue to monitor government guidelines and the COVID-19 situation and if new restrictions or policies are imposed, they will be announced via email to delegates and publicised using our other communication channels.

2.5 ORS and Venue Policies

In addition to government guidance there may be additional measures required by the venue or the ORS to ensure the safety of those attending. Exceptionally, where we consider that the risk of a physical event is too great, we reserve the right to revert to an online alternative or cancel the event, with the usual options for refunds and rebooking as outlined in the Booking Policy.

In partnership with: