



COVID-19 & Events

Terms and Conditions for Institute Events at ORANGE

In line with the Government's changes to the traffic light system, we've made changes to our event policies.¹ Effective immediately, attendees will no longer require a vaccine pass or to scan in using the QR code to attend an Institute event.

Whilst not mandatory, face masks are strongly encouraged at our events.

We will monitor updates from the NZ government as the situation develops and communicate with you directly if your attendance at an event is affected.

If you register for in-person events you also agree to adhere to our safety measures in place to mitigate the risk of spreading Covid-19. These measures are based on [NZ Government guidance](#) around good hygiene practices and contact tracing.

If you are unwell, have any Covid-19 symptoms, or are awaiting a Covid-19 test result, please do not attend the event. Contact our Institute staff to discuss your options.

In some instances it may be necessary for the Institute to cancel events because of Covid-19. Where this happens, we will contact you prior to the event and your options will be discussed.

[For more information see NZ Government updates and guidance.](#)

Other safety measures

The Institute has mandatory protocols in place for all in-person events to ensure health and safety measures adhere to NZ Government guidelines. Failure to adhere to these safety measures may result in cancellation of your attendance and forfeiture of your fee.

- We will maintain attendance lists for contact tracing & record keeping purposes
- Hand sanitiser will be available and we encourage good hygiene practices at all times.

- If you are unwell, have any Covid-19 symptoms, are isolating as a positive case or are a household member of a positive case, or are awaiting test results please do not attend the course or event.

Cancellation policy

A request for cancellation must be made in writing to the Institute's Events Manager (events@nzia.co.nz). If you wish to cancel your registration, a full refund will be given provided you have notified us in writing (by email, letter, etc.) at least five business days before the event date. If less than five business days' notice of cancellation or transfer is given then we regret a refund cannot be given.

Any refund requests for an Institute Conference must be notified in writing within 10 business days of the date of event and will incur an administration fee of \$80. A request for cancellation must be made in writing to the Institute's Events Manager (events@nzia.co.nz). If you wish to cancel your registration, a full refund will be given provided you have notified us in writing (by email, letter, etc.) at least five business days before the event date. If less than five business days' notice of cancellation or transfer is given then we regret a refund cannot be given.

Compassionate considerations will be made at the discretion of the Institute. If a refund is granted on compassionate grounds for an Institute Conference, an \$80 administration fee will still apply.

All refunds will be made at the discretion of the Institute.

Should you be unable to attend an Institute event, a substitute delegate will be accepted if they are of the same membership type. If the substitute delegate is not of the same membership type, you will be required to pay the difference between the member rates. Any substitute requests must be made 48 hours before date of event.

[Please refer here for all our terms and conditions.](#)

If you have any other queries please contact us at events@nzia.co.nz.

¹ We will update this page as new Government information is made available including further changes to the traffic light system, or alert levels.