

## **ACNpA Conference 2024 FAQ page**

### **When does registration close?**

Early bird registration will close on 16<sup>th</sup> August 2024. Otherwise, registration will remain open until 20<sup>th</sup> September

### **Can I register on the day of the conference?**

Please register online prior to the closing registration date. We will not be accepting same-day registration.

### **Is there a one-day registration option?**

There is only the option to register for the full conference that will give you access to all presentations on 27<sup>th</sup> and 28<sup>th</sup> September 2024. Registration for the workshop(s) that will be held on 26<sup>th</sup> September is optional.

### **Can I pay in cash or use other payment methods besides credit/debit card?**

We will not be accepting cash payments.

Alternative payment methods may be considered on a case-by-case basis. Please contact us at [contact@acnpa.com.au](mailto:contact@acnpa.com.au) if you wish to pay via alternative methods.

### **Will the conference have virtual options?**

The 2024 ACNpA conference is for in-person attendance only. Although we acknowledge the advantages of hybrid formats, we consider the in person and social aspect of traditional conferences is crucial for our professional community. .

### **Any special rates for accommodation?**

We have not arranged for discounted accommodation at the conference location itself, which will be at Rydge's South Bank Brisbane, Australia (Address: 9 Glenelg Street, South Brisbane, QLD 4101). There are plenty of accommodation options around the location, and we know that our community is extremely adept at sourcing for reasonably priced

accommodation that will be equal or cheaper than the discounts the hotel will be able to offer.

**I have registered and paid for the conference and/or workshop, but I can no longer attend!  
Can I cancel my registration and receive a refund?**

No refunds will be provided for cancellations and no-shows. However, substitution of attendees is permitted without additional charge. Please provide written notice to inform us of the substitution prior to the conference. Refunds for cancellations due to special circumstances such as medical emergencies, visa issues, or natural disasters will be considered on a case-by-case basis. Contact us at [contact@acnpa.com.au](mailto:contact@acnpa.com.au).

For details on refund policy, please refer to our Terms and Conditions

**How do I access agenda, workshop abstracts and other session handouts?**

A link will be provided for registrants to download the abstract book and handouts prior to the conference. They will not be provided in printed format.

**Will I be able to access Wi-Fi at the conference?**

Complimentary Wi-Fi will be available in the conference area for all delegates on the conference dates. Information on how to access the Wi-Fi will be provided within the conference location.

**Are presenters required to register for the conference and be an ACNpA member?**

All presenters must register in full for the conference. R Joining the ACNpA family is optional, but overall registration fee is lower when you are a ACNpA member.

**When will I be notified if my abstract has been accepted?**

You will receive an email from [contact@acnpa.com.au](mailto:contact@acnpa.com.au) soon regarding your abstract acceptance. The email will also include information about the abstract format, presentation day and time, presentation instructions and templates etc.

**I need to modify my workshop selection(s).**

Please contact us directly on [contact@acnpa.com.au](mailto:contact@acnpa.com.au) if you need to make changes to your workshop selection(s). People who are currently registered may login to the ACNpA website and make changes on your account's "Events" tab.

**Are there meals or coffee provided to registrants?**

Morning tea, lunch buffet and afternoon tea will be available for conference delegates on the conference days, 27<sup>th</sup> and 28<sup>th</sup> September 2024.

Morning and afternoon tea will be provided for the workshop attendees on the workshop day, 26<sup>th</sup> September 2024. Lunch will not be provided that day.