

FREQUENTLY ASKED QUESTIONS ATE20 CANCELLATION

Where will ATE21 be hosted and when will dates be announced?

ATE21 details and the 2021 venue and dates will be announced shortly.

Why did Tourism Australia make the decision to cancel the event?

The decision follows today's announcement by Australia's Prime Minister and Chief Medical Officer no longer permitting non-essential organised events of more than 100 people, in addition to recently introduced travel restrictions requiring that everyone arriving into Australia must self-isolate for 14 days.

Why can't ATE20 be postponed, rather than cancelled?

At this time, given the government's advice no longer permitting events for over 100 people postponing the event is not an option.

What is being refunded?

Tourism Australia will be providing a full refund of all registration fees to buyer and seller delegates.

Sellers as per the [Seller Terms and Conditions](#), a full refund of all registration fees will be provided (section 12 c and d).

Buyers as per the [Buyer Terms and Conditions](#), a full refund of all registration fees will be provided (section 10 c and d).

What about travel costs incurred such as flights and or accommodation?

Unfortunately, additional expenses beyond registration fees cannot be refunded or reimbursed by Tourism Australia. We advise you to check your airline terms and conditions and your travel insurance policy and booking conditions.

What about the fees I paid for back panels for my booth?

This cost will be refunded by Exponet.

What about power and furniture for my booth?

This cost will be refunded by Exponet.

When will refunds be processed?

The refund process is currently being worked through. Details will be advised as soon as possible.

Can participation fees be utilised for ATE21 or a different event?

No, participation fees can only be refunded.

Will the ATE20 familiarisation program still go ahead?

No, due to the current travel restrictions in place around the world the familiarisation program will not proceed for ATE20.

Will International Media Marketplace (IMM) still go ahead?

No, due to the current travel restrictions in place around the world the IMM program will not proceed this year.

Can I get a copy of the Buyer and Seller directory?

Yes, this will be distributed shortly.

What about a running ATE20 as a virtual trade show?

We have explored several alternatives to ATE20 including a virtual trade show however at this stage, there are no plans to run ATE20 as a virtual trade show.

What actions is Tourism Australia taking to support travellers and industry?

Tourism Australia is continuing to monitor the situation very closely, following the advice provided by the World Health Organisation and Australia's Department of Health, but it's a complex and fast evolving situation.

We also continue to stay very connected with the Federal Government to get the latest information and advice and to provide industry with as much accurate and up-to-date information as we can to share with their customers.

Tourism Australia is continuing to assess all activities on a day-by-day basis in the current environment.

All international campaign activity aimed at driving immediate bookings has been suspended.

Any activities focussed on shaping longer term consumer desire to visit Australia in the future are constantly under review to ensure their appropriateness and effectiveness.

We also continue to update [Australia.com](https://www.australia.com) with information on the coronavirus outbreak and links to relevant websites where travellers can access the latest health and travel advice.

Will Tourism Australia be cancelling other trade events planned for later in the year?

The health and welfare of anyone attending any of our events is paramount. Full risk assessments are carried out for all Tourism Australia events. Tourism Australia will continue to review all future events on an ongoing basis, including talking to relevant partners. Any decisions surrounding this will be communicated as appropriate.

What will happen to the Bushfire Recovery funding allocated to ATE20?

We are in discussion with the government regarding bushfire recovery funding and will provide more information in due course.

Can you provide further information on the coronavirus along with resources for Australia's tourism industry?

Information on the coronavirus along with resources for Australia's tourism industry including Australian Government support available can be found on our corporate website [here](#).