



Canadian Therapeutic Recreation Association
Association Canadienne de Loisir Thérapeutique

Frequently Asked Questions Regarding the Cancellation of CTRA's Annual Conference Due to Coronavirus (COVID-19)

Why was CTRA 2020 Annual Conference in Jasper, AB cancelled?

The Public Health Agency of Canada and the Government of Canada has issued statements that the risk COVID-19 poses may be increased for vulnerable populations (clients we serve), delegates from international conferences and other large gatherings held in enclosed spaces. Alberta has implemented public health restrictions – events that should be cancelled are those with more than 50 attendees and expect to have international participants or involve critical infrastructure (health) staff, seniors, or other high risk populations. In addition, several Provincial Health Authorities and Universities have implemented new travel restrictions impacting a large portion of our delegates.

Will the CTRA 2020 Annual Conference be held in the fall?

CTRA will not be able to schedule to another date during 2020 due to venue restrictions and other pre-booked Symposia or Conferences scheduled through the remainder of the year.

Will the Annual Conference be held in a virtual format, a.k.a. webinars?

The CTRA Board of Directors, Conference Planning Committee and our Provincial Partners are meeting regularly to devise a strategy to offer online continuing educational opportunities to Recreation Therapists, members and delegates. Check the CTRA Website (www.canadian-tr.org) for information about our progressive plans as this situation evolves.

Will I receive a refund for my Conference registration now that the event is cancelled?

To ease financial considerations that this cancellation may cause our delegates, CTRA has instituted a **flexible refund policy** that gives delegates the option to:

1. Apply their registration investment to the 2021 CTRA Conference, Jasper, AB
2. Receive a full refund.

If you would like to receive a full refund for your conference please contact CTRA Treasurer at treasurer@canadian-tr.org by **Tuesday April 14, 2020**. Otherwise, CTRA will defer your registration investment to be applied to the next CTRA

FAQ Cancellation of CTRA Annual Conference due to COVID-19 (March 14, 2020)

Canadian Therapeutic Recreation Association, P.O. Box 448 Russell, Ontario, Canada K4R 1E3

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Annual Conference scheduled for 2021 in Alberta. Full refunds will be issued within 60 days from March 14, 2020 Conference cancellation date (May 13, 2020).

What is the process to cancel accommodations/lodging at the Hotel Fairmont Jasper Park Lodge?

CTRA is working with the Hotel Fairmont Jasper Park Lodge to best cancel your accommodations through CTRA's room block. We hope, that if you booked your accommodations at the Hotel Jasper Park Lodge room block, you will not need to contact the hotel directly. So, no action is needed at this time. We will advise otherwise. Only if you purchased your lodging outside of CTRA's room block will you need to contact the housing provider yourself.

How can I get reimbursed for travel expenses?

Unfortunately, CTRA cannot reimburse travel expenses. Please contact the airline, train service, car rental, shuttle company, etc. directly to inquire about reimbursement or the ability to rebook travel.

I am an exhibitor. What is the process to get reimbursed?

The process for exhibitors is the same as delegates; CTRA has instituted a **flexible refund policy** that gives exhibitors the option to apply their exhibitor booth investment to the 2021 CTRA Conference in Jasper, Alberta or receive a full refund.

If you would like to receive a full refund for your exhibitor booth, please contact CTRA Treasurer at treasurer@canadian-tr.org by **Tuesday April 14, 2020**. Otherwise, CTRA will defer your exhibitor booth investment to be applied to the next CTRA Annual Conference scheduled for 2021 in Alberta. Full refunds will be issued within 60 days from March 14, 2020 Conference cancellation date (May 13, 2020).

I am a sponsor. What is the process to get reimbursed?

The process for sponsors is the same as delegates; CTRA has instituted a **flexible refund policy** that gives sponsors the option to apply their sponsorship investment to the 2021 CTRA Annual Conference in Jasper, Alberta or receive a full refund.

If you would like to receive a full refund for your sponsorship, please contact CTRA Treasurer at treasurer@canadian-tr.org by **Tuesday April 14, 2020**. Otherwise, CTRA will defer your sponsorship investment to be applied to the next CTRA Annual Conference scheduled for 2021 in Alberta. Full refunds will be issued within 60 days from March 14, 2020 Conference cancellation date (May 13, 2020).

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I have an outstanding invoice for CTRA 2020 Annual Conference

If you have an outstanding invoice with CTRA, CTRA will void all outstanding invoices. No additional action needs to be taken on your part.

I had planned to meet a CE requirement and/or professional development credits by attending the CTRA 2020 Annual Conference

As we explore alternate continuing education opportunities with Conference presenters, additional information will be shared in the coming weeks about potential continuing education opportunities. Check the CTRA Website (www.canadian-tr.org) for information about our progressive plans as this situation evolves.

I had joined CTRA when registering for the CTRA 2020 Annual Conference to take advantage of the member rate for registration. Is my membership still valid?

Yes. Refunds generated due to event cancellation are limited to registration costs; membership fees will not be reimbursed due to the year-round membership benefits.

If you have a question or concern that is not addressed here, please email conference@canadian-tr.org or executivedirector@canadian-tr.org.