

Q & A on Cancellation and/or inability to attend the World Championships

Q1 What happens if the Getxo Organising Committee (GOC) cancel the Championships?

A1 If it becomes necessary for the GOC to cancel the Championships, for whatever reason, they will provide a full refund of all accommodation costs. However, travel cost will not be reimbursed by the GOC as this will be the responsibility of the traveler and any appropriate insurance they have taken out.

Q2 What happens if the Spanish Government either cancels the Championships or prevents attendees from my Country?

A2 If the Spanish Government impose restriction to prevent the Championships happening or from specific countries attending for whatever reason the GOC will provide a full refund of all accommodation costs. However, travel cost will not be reimbursed by the GOC as this will be the responsibility of the traveler and any appropriate insurance they have taken out.

Q3 What happens if Spain impose a quarantine, in Spain, on people from my country before I am allowed to go to the Championships?

A3 If the Spanish Government impose a quarantine restriction on specific countries on entering Spain that no longer makes it viable for those countries to attend the Championships then the GOC will provide a full refund of all accommodation costs. However, travel cost will not be reimbursed by the GOC as this will be the responsibility of the traveler and any appropriate insurance they have taken out.

Q4 What happens if my country's Government or powers to be prevent me travelling to the Championships?

A4. If your own Government impose restrictions to prevent you travelling then you must seek refunds / compensation from your Government or insurance company for any travel costs and accommodation costs. The conditions agreed with the hotels state that up to August 20 rooms can be cancelled free of charge. After that date the GOC is committed to negotiate with the hotels the best refund conditions. It is recommended that all delegations have cancellation insurance.

Q5 – If I decide not to attend will there be a refund?

A5 – As in previous questions, travel expenses will be down to the traveler. Accommodation costs - The conditions agreed with the hotels state that up to August 20 rooms can be cancelled free of charge. After that date the GOC is committed to negotiate with the hotels the best refund conditions. It is recommended that all delegations have cancellation insurance.

Based on the above it is vital that all travelers ensure they take out appropriate travel insurance to cover these (and possibly other) scenarios, ensuring that COVID 19 impacts are suitably covered.

Q & A PCR Test

Q6 - We need a PCR test for our journey home. Where and with whom do I have to register our team?

A6 – On Saturday, 18 September a PCR test will be performed on any person who requires a negative result in order to return to their country. The cost of the test will be assumed by the GOC. The test will be done at the Health Area of the venue (Fadura)

The test must be requested before 1 September by each delegation writing to almudena.romero@quironsalud.es. The request must include the following information of each person: first and last name, passport number, date of birth and email address to send the result of the test.

The request must also indicate the group's time availability on Saturday, so as not to coincide with the team's competition schedule.