

FAQs Related to the Cancellation of Convention

Will my registration be refunded?

Those who registered for Louisville 2020 and transferred their registration to St. Louis 2021 will have the option to either:

- 1) Transfer the registration to Phoenix 2022. (Please note: Group registrations will be required to transfer the entire registration if they select this option.)
- 2) Receive a full refund.

Registered attendees and group registration contacts will receive an email from the Events Department by March 24 surveying your preference for either a full refund or to transfer your registration.

Please note:

- Refunds will be issued back to the original form of payment. If paid by credit card, it will be credited back to the same card. If paid by check, a check will be issued and mailed to the contact listed on the registration.
- If the main registration contact or mailing address has changed for your group or individual registration, please notify events@sweetadelines.com before April 7, 2021.
- Refunds will begin processing on April 7, 2021. Due to the large number of refunds being issued, refunds will begin processing on April 7, 2021 and will be completed prior to May 7, 2021.
- Registrants that choose to carry over their registrations to Phoenix 2022 will be registered in the same seating order as they were entered in for St. Louis 2021. (Example: If Registration #10 transfers their registration, and Registrations # 2-9 received a full refund, Registration #10 will be Registration # 2 in Phoenix 2022.)

If registrants do not specify a refund option prior to April 7, their registrations will be *automatically transferred to Phoenix 2022*. Please contact events@sweetadelines.com with questions.

Can I donate my registration fee?

Yes! If you would like to donate your registration fee to Sweet Adelines International, please contact the Events Department by phone at 918-388-8022 or by email at events@sweetadelines.com before April 7, 2021 to process a donation in lieu of a refund or transfer

Please note: Those that are registered as part of a group registration will need to have the main group registration contact notify the Events Department.

Visit our [giving webpage](#) for details on what contributing to the Education Fund or Greatest Need Fund includes.

What if I transfer my registration, and then find out I am unable to attend?

If you decide to transfer your registration to Phoenix 2022 and find out you are unable to attend, you can request a full refund up until the official registration refund deadline for 2022 (which will be detailed once registration opens in October of 2021). Registrations can be transferred to a different registrant at any time prior to the event.

If I decide to transfer my registration from 2020, but my chorus has new members, can I add to my registration?

Yes, you will be able to add to your registration until the pre-registration deadline in 2022.

I qualified for a Convention Assistant registration rate for 2020, will I be able to use the discounted rate in 2022?

Yes, the Convention Assistant rate qualified for in Louisville 2020 will be extended and will apply for Phoenix 2022.

What if the credit card number used to pay for my registration has changed?

Please email events@sweetadelines.com before April 7, 2021 to request a credit card number change for your registration refund. The Events Department will call you to receive the new card number prior to refunding your registration. Credit card changes will only be accepted from the main registration contact listed on your registration.

When will registration for the 2022 Phoenix International Convention and Competition open?

Registration will open by mail, fax, and online in October 2021. Exact dates and registration information will be available on the Phoenix 2022 webpage in September 2021.

What is the cancellation policy for Coronet Club Show Tickets?

Please email coronettickets@gmail.com to choose one of the following options:

1. Request a full refund.
2. Use the ticket for the 2022 Coronet Club Show.
3. Donate the money to the Coronet Club.

For additional questions, please contact events@sweetadelines.com.