



All-Member FAQs

If you have questions that are not listed here, please email competition@sweetadelines.com. This document will be updated as new questions are received.

FAQs Related to the Cancellation of IES

Will my registration be returned?

Yes, refunds will automatically be processed and are scheduled to be finalized by April 5. If you made a payment via credit card, your credit card will be refunded. If you made a payment via check, a refund will be mailed to you. If you have a question or concern about your refund, please email events@sweetadelines.com.

Will IES be rescheduled?

IES 2020 will not be rescheduled for this year. The Education Direction Committee will re-examine our long range calendar for the next opportunity to schedule an in-person event. For 2020, we are looking at the possibility of virtual learning opportunities for all members.

Will my airfare be refunded by HQ?

Sweet Adelines is not able to refund individual airline ticket costs. Please contact your airline directly regarding ticket cancellations.

FAQs Related to the Rising Star Quartet Contest

Will the Rising Star Quartet Contest still be held?

The Rising Star Quartet Contest will not be held at the 2020 IES. At this time, we still expect to hold the competition but the exact details are yet to be determined.

Can I get a refund on my registration fee?

Yes, if you wish to withdraw from the competition, please contact competition@sweetadelines.com to request a refund.

Will my airfare be refunded by HQ?

Sweet Adelines is not able to refund individual airline ticket costs. Please contact your airline directly regarding ticket cancellations.

FAQs Related to the 2020 Regional Video Competition

Why are we postponing the Regional Video Competition?

Due to widespread recommendations from health and government officials, the decision has been made to delay the roll out the guidelines for the 2020 Regional Video Competition. When the spread of the COVID-19 virus slows and health and government officials have determined that public gatherings are safe again, we will share the details of the contest. The health and safety of our singers is our top priority.

How will we determine the quartets competing at International in 2020 and the choruses for 2021?

These decisions are yet to be determined based upon when the 2020 Regional Video Competition is held. When decisions are made, we will share the information with our singers as quickly as possible.

FAQs Related to the 2020 Regional Competitions

If we aren't having regional competitions, how will we place in our regions this year or qualify for international?

Quartets and choruses will have the opportunity to compete for regional placements and qualify for international with the 2020 Regional Video Competition being held in place of the in-person competitions. The exact timing of this competition is to be determined based upon public gathering recommendations from health and government officials due to the spread of COVID-19.

Will my chorus or quartet competitor entry fee be refunded for regional contest?

Any chorus/quartet that has already entered regional contest and does not wish to submit a video for adjudication should contact the Competition Department at competition@sweetadelines.com for a refund of their entry fee.

This was my chorus' year to compete at regional competition in order to comply with the three-year competition policy. If my chorus chooses not to submit a video, will the policy be waived for this year?

All choruses that were required to compete in the 2020 regional season due to the three-year rule will receive a one-year extension. Video submission does not meet the requirement.

Will any ticket refunds for regional contest be given?

This decision will be made by the RMT and Competition Leaders in each region. Your patience is appreciated while the details are being determined.

Will my airfare be refunded by HQ?

Sweet Adelines is not able to refund individual airline ticket costs. Please contact your airline directly regarding ticket cancellations.

FAQs Related to 2020 International Convention and Competition

Will Sweet Adelines be cancelling the international competition in Louisville, KY, USA at this time?

At this time, no decision has been made regarding the cancellation of the International Competition. We continue to study and research the data and information that will put us in a position to make the most educated decision about holding the event. We are meeting regularly to discuss the latest guidance, and we'll inform you as soon as possible should plans for International Competition in Louisville change.

Will the Early Registration deadline be postponed due to COVID-19?

Yes. The Early Registration rates will be available until July 31, 2020. Regular rates will begin August 1, 2020.

If Convention is cancelled, will my All Events Registration be refundable?

Currently, the registration refund policy states that 50% of your registration may be refunded if the registration is cancelled prior to July 31, 2020. Until a decision is made about convention, this policy will remain in place. If you would like to cancel your registration, please contact events@sweetadelines.com.

However, if the decision is made by SA to cancel convention, all registrants will be given the opportunity to receive a full refund, including those who have already requested a 50% registration refund.

If convention is cancelled by SA, will hotel cancellation fees still be charged?

Members who made their hotel reservations through the SA housing bureau will not be charged cancellation fees.

Chorus members with reservations who have decided they are unable to attend convention should contact their chorus housing coordinator, so that the housing coordinator can notify the housing bureau of the cancellation.

When will we know the final decision about the status of holding International Competition?

At this point, we continue to study and research the data and information that will put us in a position to make the most educated decision about holding the event. We are meeting regularly to discuss the latest guidance, and we'll inform you as soon as possible should plans for International Competition in Louisville change. Because of the rapidly changing situation, we are not able to put a timeline on when a decision will be made. We appreciate your patience as the International Board of Directors considers the health and wellbeing of SA membership first and foremost.

If you have additional questions or concerns, please email events@sweetadelines.com.