



FAQs Related to the Cancellation of Convention

Why did Sweet Adelines decide to cancel the International Convention and Competition in Louisville, Kentucky (USA)?

The health and safety of Sweet Adelines International's singers is always the most important factor in any decision. As the novel Coronavirus (COVID-19) pandemic spread around the world the last several months, Sweet Adelines International has been closely monitoring the research and information published from the U.S. Center for Disease Control and Prevention (CDC), the World Health Organization (WHO), as well as U.S. state and federal agencies to assess the risks of holding International Competition this year. In addition, we have considered the curtailment and complications of international travel, which would result in many competitors being unable to attend the competition. Because of these factors, Sweet Adelines International decided to cancel this year's convention and competition in Louisville, Kentucky (USA). Information on a virtual convention experience will be announced in the coming months.

Will the 2020 International Convention and Competition in Louisville, Kentucky (USA) be rescheduled?

The 2020 International Convention and Competition will **not** be rescheduled in person or via video contest. A virtual convention experience will be held but will not include a competition.

FAQs Related to Competition and Contest Qualification

What happens for the choruses and quartets planning to compete in Louisville in 2020?

All competitors that received their International eligibility either at 2019 Regional Contest, or by placing 2-15th at the 2019 International Quartet Semifinals, and were slated to compete in 2020 International Competition, will be eligible to compete in the 2021 International Competition in St. Louis, Missouri (USA).

Since Louisville has been cancelled, does this mean 2020 Regional Competitions are cancelled as well?

Yes, the 2020 Regional Competitions have been cancelled. The contingency plan of video submissions has also been cancelled for the 2020 Regional season. Choruses and quartets who have not previously withdrawn from the 2020 Regional contests will receive a full refund of the competition entry fee. These refunds will begin processing on June 29, 2020 and should be completed before July 17, 2020.

If the contact or mailing address has changed for your chorus or quartet since the time of entry, please contact competition@sweetadelines.com prior to June 29, 2020.

What if the credit card number we used to pay for the competition entry fee has changed?

Please email competition@sweetadelines.com before June 29, 2020 to request a credit card number change for your entry fee refund. The Competition Department will call you to receive the new number over the phone prior to refunding your entry fee.

My chorus was required to compete in 2020 Regionals to fulfill the three-year competition requirement and maintain our charter. What does this mean for my chorus?

Any chorus that was required to compete in 2020 Regionals will receive a one-year extension to the three-year competition requirement. Your chorus will need to compete in 2021 Regionals in order to maintain its charter.

For additional questions related to competition or contest qualification, please contact competition@sweetadelines.com.

FAQs Related to Event Registration

Will my registration be refunded?

Those who registered for Louisville 2020 will have the option to either:

- 1) Receive a full refund.
- 2) Transfer the registration to St. Louis 2021. (Group registrations will be required to transfer the entire registration if they select this option.)

Registered attendees and group registration contacts will receive an email from HQ 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 June 30, 2020.
- Refunds will begin processing on July 1, 2020. Due to the large number of refunds being issued, refunds will begin processing on July 1, 2020 and will be completed prior to August 1, 2020.
- Registrants that choose to carry over their registrations to St. Louis 2021 will be registered in the same seating order as they were entered in for Louisville 2020. (Example: If Registration #10 transfers their registration, and Registrations # 2-9 received a full refund, Registration #10 will be Registration # 2 in St. Louis 2021.)

If registrants do not specify a refund option prior to June 30, they will be given a full refund automatically. These refunds will begin processing on July 1 and should be completed before August 1. 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 June 30, 2020 to process a donation in lieu of a refund.

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, and find out you are unable to attend, you can request a full refund until October 19, 2020. After October 1, 2020 you can request a refund for your registration, but you will be charged a \$50 USD processing fee. Registrations can be transferred to a different registrant at any time.

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 2021.

I qualified for a Convention Assistant registration rate for 2020, will I be able to use the discounted rate in 2021?

Yes, the Convention Assistant rate will be extended one year for 2021 only.

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

Please email events@sweetadelines.com before June 30, 2020 to request a credit card number change for your registration refund. The Events Department will call you to receive the new card number over the phone 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 2021 St. Louis International Convention and Competition open?

Registration will open by mail, fax, and online on October 19, 2020. Registration information will be available on the St. Louis 2021 webpage in September 2020.

What is the cancellation policy for Coronet Club Show Tickets?

Please visit the Coronet Club webpage at www.CoronetClub.org for information on who to contact directly to choose one of the following options:

1. Request a full refund.
2. Use the ticket for the 2021 Coronet Club Show.
3. Donate the money to The Coronet Club's Queens College/Rising Star in 2021.

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

FAQs Related to Travel and Housing

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.

Will hotel cancellation fees be charged for hotel reservations within the Sweet Adelines International chorus blocks?

Members that made their hotel reservations through the SA housing bureau will not be charged any cancellation fees. Any hotel reservations booked through the SA Housing bureau will be automatically canceled, no further action will be needed, and nothing will be charged on your credit card.

Will hotel cancellation fees be charged for reservations made outside the Sweet Adelines hotel block?

Attendees that arranged housing reservations on their own will need to contact the hotel directly for cancellation fees and procedures. In this case, it is the individual's responsibility to cancel their reservation.

For additional questions related to travel and housing, please contact events@sweetadelines.com.

FAQs Related to the 2020 Rising Star Quartet Contest

Will the Rising Star Quartet Contest still be held?

Due to the COVID-19 pandemic, Sweet Adelines International has decided to cancel this year's 2020 Rising Star Quartet Contest. The next Rising Star Quartet Contest will be held in 2021 in conjunction with The Coronet Club's Queens College. Information and details on how to register for next year's contest will be available on the Sweet Adelines website prior to January 2021.

My quartet met the age eligibility requirement to compete in Rising Star 2020. What if one or more of my quartet members, due to age, will now be ineligible to compete in Rising Star 2021?

A presidential waiver has been granted for a one-year waiver of the Rising Star age eligibility rule. This waiver increases the age to 26 years or younger for the 2021 contest year **ONLY**. The age eligibility would revert back to age 25 and younger in 2022.

Will my registration fee be refunded?

Yes, quartets registered for the 2020 Rising Star Quartet Contest will be given a full refund.

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 contact or mailing address has changed for your quartet since the time of entry, please contact competition@sweetadelines.com before June 29, 2020.
- Refunds will be completed by July 17, 2020.

What if the credit card number we used to pay for the Rising Star competition entry fee has changed?

Please email competition@sweetadelines.com before June 29, 2020 to request a credit card number change for your entry fee refund. The Competition Department will call you to receive the new number over the phone prior to refunding your entry fee.

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.

For additional questions related to Rising Star, please contact competition@sweetadelines.com.