

**COVID-19 Statement from PRIMER-e
(updated 1 April 2020)**

We hope you and your family are managing the best you can during this global pandemic. Our entire PRIMER-e team are fortunate to be able to keep working from home, and our mission – to support and empower the global community of researchers – remains our top priority.

Our admin team are here, ready to help you with any queries and our tech team are also available should you require their support. Our software can still be purchased by emailing us with your request or via our website www.primer-e.com and workshop registrations are still able to be accepted. If you are planning to register for a workshop or are already registered for one, please read the following information regarding how we are handling delivery of our workshops during these troubled times.

The provision of face-to-face interactive workshops across a broad range of international locations across the globe is our celebrated way of teaching the statistical methods encapsulated in PRIMER 7 and PERMANOVA+. Please rest assured that our top priority will always be the health and safety of workshop participants and presenters.

Having provided face-to-face workshops globally for nearly 30 years, we have rarely cancelled a workshop (if any!). However, due to the COVID-19 corona virus, there have been and will continue to be disruptions to our usual workshop activities. Presenters and also registered participants may not be able to travel, and workshop venues might be closed. The effects of COVID-19 will vary at different times and places across the globe, affecting different workshops in different ways.

To counter these disruptions, several of our advertised workshops have either already been **postponed** or have identified **back-up dates**. We are also currently researching the best ways to provide workshop material and non-contact support to end-users across the globe via **workshop webinars**. We will keep all registered participants fully informed regarding any changes to workshop delivery.

In the event of a disruption, we will make every effort to satisfy our customers and provide the workshop through an appropriate remedial action. More specifically:

- If our presenter is unable to attend, due to travel restrictions or illness, we will send another qualified presenter from the PRIMER-e team in their stead.
- If none of our presenters can travel to the venue, then we will attempt to run the workshop via video conference (e.g., *via Zoom*).
- If the venue becomes unavailable (closed due to corona virus restrictions), then we will **either** postpone the workshop, rescheduling it to a later suitable back-up date **or** we will provide the workshop in an online webinar format (e.g., *via Zoom*).

If none of these solutions are possible, registered participants will be advised immediately, and their registration fees will be refunded in full.

It is also possible that a workshop may become non-viable, due to a sudden dramatic increase in cancellations and/or decrease in registrations. In this case, registered participants will be advised immediately, and their registration fees will be refunded in full.



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Participants whose travel plans are impacted by corona virus travel restrictions or unexpected workshop cancellations may request a full refund of the workshop registration fee. However, we are not able to refund participants for any other expenses they may have incurred in planning to attend the workshop, including any changes or cancellations of any travel or accommodation plans.

Participants who wish to transfer their registration to a future workshop of a similar type that is being administered fully by PRIMER-e may do so at no extra cost. Please note that some workshops are not administered exclusively by PRIMER-e, and in these cases, another suitable transfer arrangement for participants' registration may be discussed and agreed.

All requests for either transfers of registration or re-imburement of registration fees must be received in writing by the PRIMER-e administrative team at the following email address: primer@primer-e.com. If any requests are received after the commencement of a workshop, our normal refund policies will apply.

We respectfully ask that all participants check themselves for symptoms before attending any workshop. Look after yourself and your family. Stay safe and well.

Any questions? Contact us by email: primer@primer-e.com.

Kind regards,
The PRIMER-e Team



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