

## COVID-19 Statement from PRIMER-e (updated 25 November 2020)

**We hope you and your family are managing the best you can during this global pandemic. Our mission – to support and empower the global community of researchers – remains our top priority.**

**Our admin team is here, ready to help you with any queries, and our tech team is also available should you require their support. Requests for software purchases and registrations for workshops can be sent directly to us at [primer@primer-e.com](mailto:primer@primer-e.com). 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.

We have provided face-to-face workshops globally for nearly 30 years, and we intend to continue to do so in the future. Due to the global COVID-19 pandemic, however, there have been and will continue to be disruptions to our usual workshop activities. Presenters and registered participants may not be able to travel, and workshop venues may be restricted or closed. The effects of COVID-19 will vary at different times and places across the globe, affecting different workshops in different ways.

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 or the venue becomes unavailable, then we will **either** postpone the workshop **or** deliver the workshop remotely and online *via* a video conference.

***Online workshops may be attended by anyone, joining in from anywhere***, and are scheduled to occur within a specific targeted time zone, generally in keeping with an original venue and timeframe. In some cases, there may also be a local host at a physical venue that will ***mirror and support*** the online workshop, where participants (bringing their own laptops) may optionally attend in person (subject to COVID-19 restrictions). We will keep all registered participants fully informed regarding any changes to workshop delivery.

If none of the above solutions are possible, registered participants will be advised immediately, and their registration fees will be refunded in full. It is also possible (though highly unlikely) 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.

Participants whose travel plans are impacted by travel restrictions or unexpected workshop cancellations due to COVID-19 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.

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-imbusement of registration fees must be received in writing by the PRIMER-e administrative team at the following email address: [primer@primer-e.com](mailto: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 at: [primer@primer-e.com](mailto:primer@primer-e.com).

Kind regards,  
The PRIMER-e Team



**PRIMER-e**  
67 Mahoenui Valley Rd  
RD3, Albany  
Auckland 0793, New Zealand

**t:** +64-9-869-2230  
**e:** [primer@primer-e.com](mailto:primer@primer-e.com)  
**w:** [www.primer-e.com](http://www.primer-e.com)  
**GST number:** 105-982-818