



## COVID-19 (Coronavirus) Frequently Asked Questions

*Updated 4/23/2020*

The health, safety, and well-being of all those who participate and host AAU events is always the AAU's highest priority. Below is information regarding event changes related to COVID-19 (Coronavirus).

### **How do I know if an event has been cancelled or postponed?**

AAU event directors at the local, state, regional and national level are working on re-scheduling, postponing or cancelling events that fall within the suspended timeframe. We understand everyone's need for up-to-date information. These are unprecedented times – and we appreciate your patience and understanding as we work to provide you with new event information as plans are finalized.

Specific event updates will be posted at the [“Find an Event”](#) calendar at [www.aausports.org](http://www.aausports.org) and the sport specific websites as soon as they are made available. To view the sport specific website, please visit [www.aausports.org](http://www.aausports.org) and click on the applicable sport.

### **How do I get a refund for event entry fees?**

**For national-level events that are cancelled,** your entry fee will be refunded to the credit card that was used to make the purchase within 7 to 10 days of the cancellation. However, it may take longer to show on your credit card statement.

**For national-level events that are postponed,** your entry fee will be applied to the event for the newly scheduled date. If you are unable or do not want to attend, please contact the event director for a refund.

**For other events (local, state, regional),** contact the event director or check the [“Find an Event”](#) calendar at [www.aausports.org](http://www.aausports.org) or the sport specific websites as [www.aausports.org](http://www.aausports.org) (click on your sport).

**I have already paid for flights and airline tickets to attend events that are cancelled.**

Many airlines and hotel chains are allowing cancellations or changes. Please contact your airline and/or hotel directly, or contact your credit card company.

**If I have licensed an event that is now cancelled, can I reschedule my event?**

Yes, you can reschedule the date of your event. To reschedule, please contact the AAU National Office by [clicking here](#).

**Can I get a refund on my license fees for events that are cancelled?**

Yes, you can either apply the license event fee to reschedule your event or we can issue a refund. Please contact the AAU National Office by [clicking here](#).

**What resources are available to help my club?**

For information on small business loans and other financial resources, please [click here](#).

**We will continue to monitor the situation and keep all members updated. For additional questions and assistance, please [click here](#).**