

FAQs for the cancellation of HX2020

General Questions

1. Why has HX2020 been cancelled?

Considering the current Coronavirus (COVID-19) situation, we have decided to cancel our HX events in the United States, Australia and New Zealand. This is not a decision we have taken lightly but we believe it is the right call to make in line with our values of People First and Doing the Right Thing.

2. Will HX be back in 2021?

Yes, HX will be back in 2021. We already can't wait!

3. What are the dates for HX2021?

We are currently working through dates for next year and will make the dates available to you ASAP!

4. Will Harcourts be offering any learning or educational opportunities in replacement of HX2020?

We are currently working through different options to keep our Harcourts Network engaged and connected in a digital world. Watch this space!

Tickets

5. Will I get a refund for HX?

Yes, Harcourts will be refunding all delegates their full HX registration fees and cost of International Awards Dinner tickets. This is a 100% refund and Harcourts will not be charging an administration fee.

6. How do I access a refund?

All refunds will be processed by Harcourts. You do not need to contact us to access your refund.

7. How quickly will I get my refund?

All refunds will be processed by Friday 27 March 2020. Please allow one week for refunds to be credited back to your account.

Harcourts

8. Will Harcourts tell me when my refund has been processed?

Harcourts will not be individually emailing registrants when their refund has been processed.

Travel & Accommodation

9. Will Harcourts reimburse my travel & accommodation expenses?

No. Please contact your airline and accommodation provider directly, then your travel insurance company if you hold travel insurance.

Awards

10. How will Harcourts be awarding awards recipients for 19/20 award period? (International/National/Hall of Fame)

We are currently working through different options to ensure our people are still recognised for their outstanding performance and/or contribution within the Harcourts network. We will be communicating our plans over the coming weeks!

Business Partners

11. I am exhibiting at HX who will be in contact with me to discuss my options?

Your National Business Partner Manager will be in contact with you over the coming days to answer any questions you may have and talk through next steps.

If you have any other questions or concerns, please contact the New Zealand events team at eventsnz@harcourts.net.