

FAQ REFRESH WOMEN'S CONFERENCE 2021

- 1. Are you having the Refresh Conference this year? YES!**
- 2. What if I purchased a ticket but am no longer comfortable attending?** Because of the unusual circumstance with Covid19 this year, we are offering all current ticket holders a refund. Please note you **MUST request a refund by JANUARY 22nd**.
- 3. How do I request a refund?** EMAIL Refresh@roseheights.org by JANUARY 22nd with your mailing address to request a refund. (Refunds will be processed within 30 days of your request.)
- 4. Will Lysa Terkeurst still be speaking?** LISA TERKEURST is scheduled to be our featured speaker BOTH for Friday Night & Saturday Morning General Sessions. Please be aware, because of current Corona guidelines, this is subject to change, and we will not be able to refund tickets AFTER January 22nd. We are prepared to move forward with some of our very own gifted teachers/speakers if for any reason Lysa's schedule changes.
- 5. What if for unseen reasons, Refresh21 is cancelled?** We will refund all tickets if Refresh21 is cancelled for any reason.
- 6. Will the conference be the same as previous years?** To address the changes in our world this past year and to make everyone feel as welcome, safe, and comfortable as possible, we have made some changes.
 - Refresh21 will end at noon on Saturday, Feb. 27th.
 - Seating will be pre-assigned in the main sanctuary during both General Sessions (Friday night & Saturday morning) to accommodate social distancing guidelines.
 - 8 Breakout Sessions will be available ONLY online exclusively for attendees. You will receive an access code during the conference that will give you access throughout the year.

- We will not have the vendor show and food trucks this year due to social distancing requirements.
- Masks will be required inside the building until you have reached your seat. They are optional once you are seated. Please help us make everyone feel comfortable and welcome. *If you do not have a mask, one will be provided for you.
- Bathrooms and common areas will be sanitized thoroughly and regularly before and after each General Session.

7. Can I pass my ticket on to someone else? Tickets can be transferred to another attendee. Please notify us by email (Refresh@roseheights.org) as soon as possible to allow time to update nametags and seating assignments. **Last minute transfer attendees should understand they may not have an updated name tag, etc.*

8. Will you be offering an online ticket to join Refresh21 virtually?
We hope to offer an online ticket in early February. Keep checking back!

9. What will be new for Refresh21 this year?

- All attendees will receive a FABULOUS conference bag.
- We have some GREAT welcome vibes planned as you enter the parking lot.
- Our 2 General Sessions will be a bit more interactive-full of purpose and making each minute count.
- This year we are more focused than ever on hearing God's voice and being obedient in the plans He has for Refresh. He has slowed us down, and we are listening. Our expectation of His Holy Presence is greater than ever.
- We have the BEST new shirts! They will be available online soon!