

SPECIAL CONSIDERATION FOR STUDY CANCELLATIONS DUE TO COVID-19

MBI-REF-O036-V1

MBI's usual Cancellation Policy is still in effect and is accessible [here](#). For cancellations related to COVID-19 however, researchers may request review of a cancellation fee by lodging a special consideration form [here](#). The researcher will need to detail why they seek special consideration for the cancellation. MBI will advise the outcome of this request as soon as possible.

Researcher Responsibilities

It is the researcher's responsibility to ensure that the research team and their participants only attend MBI when they are well. To avoid cancellation fees, researchers must screen themselves and their participants in accordance with the current [MBI COVID-19 Policies](#), which involve the following:

- Contact the participant 6 – 7 days before the scheduled scan and ensure they answer “No” the COVID-19 screening questions (this will allow you to cancel the equipment booking greater than 5 working days before so no charges will apply); and
- Re-contact the participant as close as practicable to the testing session and ensure they still answer “No” to the COVID-19 screening questions.
- All researchers attending MBI must also be screened greater than 5 days before the booking and again as soon as practicable to the testing session.

If a participant answers “Yes” to a COVID-19 screening question when they attend MBI, the cancellation policy will usually apply. For full details see the current [MBI COVID-19 Policies](#).

Special Consideration around Lockdowns and Border Closures

No charges will apply for any testing equipment booked within a Victorian Government mandated lockdown period that requires MBI to close or restricts a study from continuing.

In the event of border closures that affect participants being able to attend their testing sessions, a request for the fees to be waived can be lodged using the special consideration form [here](#). However, researchers with interstate participants should keep up to date as to the possibility of border closures and endeavour to reschedule any bookings that might be affected ASAP.

Special Consideration around Researchers being Unwell

If an essential researcher who undertakes the testing answers “Yes” to a COVID-19 screening question within 5 days of a booking, the researcher may request review of the cancellation fee by lodging a special consideration form [here](#). The researcher will need to detail why they seek special consideration for the cancellation. Note that if they are part of a research testing team, they should endeavour to have another team member takeover the testing session rather than cancel the booking.