



# COVID-19 and Congress 2020

## Questions & Answers

[congress2020.ca/novel-coronavirus-covid-19-and-congress-2020](https://congress2020.ca/novel-coronavirus-covid-19-and-congress-2020)

*Last updated on March 12, 2020*

### **Q. Does the early bird deadline remain the same in light of the COVID-19 situation?**

**A.** The early bird deadline of March 31 is maintained, and prospective Congress attendees are still encouraged to register by that date to get the best pricing.

### **Q. What is the refund policy?**

**A.** The refund deadline has been extended from April 15 to April 30, 2020. The Federation is waiving the \$25 administration fee for those who request a refund due to COVID-19 concerns. If Congress does not go ahead, all attendees will be eligible for a full refund of their Congress fee. Refunds of association conference fees will be managed on a case-by-case basis, in consultation with associations.

### **Q. Can my association decide to hold their conference separately?**

**A.** We respect any decisions that will be made, and will ensure we offer the flexibility for associations to do what is in their best interest. Our hope is that all associations will work with us, Western University and our partners, and that based on recommendations from our advisory committee we will collectively come up with the most suitable solution.

### **Q. Why not use a third party service provider and host Congress virtually?**

**A.** This is an option we are looking into, as one of the many scenarios we are evaluating, in close collaboration with Western University.

### **Q. What are the various scenarios that are being explored? Smaller event? Virtual Congress? Congress is postponed? Cancellation?**

**A.** There is a range of different paths and choices and we are exploring every possible option for associations and their members to get together.

### **Q. When will you make a decision on whether Congress is going ahead?**

**A.** We are continuing to plan Congress, develop contingency plans and monitor information and advice from the Public Health Agency of Canada (PHAC) and other health authorities' recommendations in order to inform our decisions. We will make all decisions in consultation with Western University and our scholarly Associations. These decisions will be communicated as quickly and efficiently as possible to everyone involved.

Please visit [congress2020.ca/novel-coronavirus-covid-19-and-congress-2020](https://congress2020.ca/novel-coronavirus-covid-19-and-congress-2020) for all the latest updates.