



COVID-19 and Congress 2020

Questions & Answers

congress2020.ca/novel-coronavirus-covid-19-and-congress-2020

Last updated on March 25, 2020

Q. What is the refund policy?

A. The refund deadline has been extended from April 15 to April 30, 2020 and the Federation is waiving the \$25 administration fee. If your association has withdrawn their Congress participation, there is no need to email us; we will process individual Congress fee refunds as soon as possible and send you a confirmation email. Refunds of association conference fees will be managed on a case-by-case basis, in consultation with associations.

Q. Can I get a refund for my travel to London, ON?

A. Airlines – So far, airlines are not offering refunds or preferential change fees for flights within Congress' travel window. The Federation recommends attendees wait before cancelling their flights with Air Canada or West Jet as new guidelines are published every day.

As of March 23, for flights booked for after April 30, normal change fees and cancellation penalties will apply. For a standard ticket with both Air Canada and West Jet, change fees are usually \$200+tax, plus difference in fare. It is also possible to cancel the flights and keep them as a credit. The credit will be valid until travel before the date of original ticketing.

Porter has currently suspended all flights from March 21 until June 1. For inbound flights after June 1, all change fees are waived for anything booked in the next 12 months. A credit will be kept on file, and must be used within 12 months of the original booking date.

Via Rail – Attendees can cancel their reservation at any time prior to the scheduled departure and receive a full refund in addition to not incurring any service charges, regardless of when they purchased their ticket. This includes all travel up to and including May 31, 2020, as well as any travel after May 31, 2020, if the outbound train is on or before May 31, 2020.

We recommend attendees check the following website regularly for the latest updates:

Air Canada: www.aircanada.com/ca/en/aco/home/book/travel-news-and-updates/2020/covid-19.html

West Jet: www.westjet.com/en-ca/travel-info/coronavirus

Porter: www.flyporter.com/en-ca/travel-information/travel-alerts-and-advisories

Via Rail: www.viarail.ca/en/travel-advisory-information

Q. How do I cancel my Congress accommodation?

A. Hotels – Most hotels will offer full refunds until seven days prior to the date of the stay, unless it was booked through a hotel booking website such as Expedia, in which case attendees need to reach out to the hotel directly. We highly recommend attendees check the terms and conditions of their booking as cancellation clauses may differ.

Western University residences – The \$25 cancellation fee is waived.



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Q. I received funding from the Federation to attend Congress 2020. Will I still be receiving this funding now that Congress is moving online?

A. We will be reaching out to all fund recipients with more information as soon as possible.

Please visit congress2020.ca/novel-coronavirus-covid-19-and-congress-2020 for all the latest updates.