



**5th Annual Conference on
CHALLENGES IN SEXUAL HEALTHCARE**
The Naples Beach Hotel & Golf Club | Naples, Florida
May 13-16, 202

CANCELLATION NOTICE

Dear Conference Participant,

We have made the very difficult but necessary decision to **cancel our 5th Annual Conference on Challenges in Sexual Healthcare to be held in Naples, Florida in the next two months**. Your safety and well-being are paramount to us. We recognize that cancelling our event presents some inconveniences to you. We are just as disappointed, as nothing replaces the energy you receive from being together in one location sharing ideas and learning from one another.

Will this conference be rescheduled?

- We are trying to reschedule this conference. If we are able to, we will let you know as soon as possible
- If we cannot reschedule, this conference will be held again next year in Napa, California at the Napa Valley Marriott Hotel & Spa from June 23-26, 2021. You are currently on our mailing list, so you will receive this brochure as soon as it becomes available.

Will my registration fee be refunded?

- Reply to the email we already sent you about this cancellation notice
- You can apply your registration fee as a credit toward a future conference with us (no expiration)
- Or, if you prefer a refund, we will issue a refund to the same method of payment you originally provided.
- Due to the high volume of cancellations, refunds will be processed within approximately four weeks

How do I cancel my hotel reservation?

- Reply to the email we already sent you about this cancellation notice
- If you booked your hotel reservation through Symposia Medicus, please reply to the email we already sent you about this cancellation notice
- You can apply your hotel deposit as a credit toward a future conference with us (no expiration)
- If you prefer a refund, we will issue a refund to the same method of payment you originally provided.
- Due to the high volume of cancellations, refunds will be processed within approximately four weeks
- If you did not book your hotel reservation through Symposia Medicus, you will need to contact the lodging provider directly

I still plan to make the trip; can I keep my hotel reservation that I made through Symposia Medicus?

- Reply to the email we already sent you about this cancellation notice

What if I have already informed Symposia Medicus of my cancellation?

- You do not need to do anything at this time; we are processing your cancellation

How do I cancel my flight reservation?

- Please refer to your airline carrier's policies regarding any cancellation fees associated with your flight

Is Symposia Medicus refunding airline/travel costs?

- We regret being unable to refund individual travel costs. Please accept our sincere apologies for any inconvenience or challenge this causes you.

We thank you for your continued support of our conferences and hope that you can understand our reasons for cancelling. We also want to extend our heartfelt gratitude to all of you. We recognize that you are all at the front line of this crisis. Our hearts and thoughts are with you, and wish for you to be safe as you meet this challenge. Please take care of yourselves. We wish you and your families well. We look forward to a brighter future.

If you have any further questions and/or concerns, please email us at info@symposiamedicus.org.

Sincerely,
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CEO

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