



**8th Annual Fall Conference on
CURRENT CONCEPTS IN NEONATAL CARE**
Napa Valley Marriott Hotel & Spa | Napa, California
September 23-26, 2020

CANCELLATION NOTICE

Dear Conference Participant,

Your safety and well-being are paramount to us. We have been working with the hotel to ensure that your hotel stay, as well as your attendance at the conference, would be adequate to protect you from COVID-19.

After reviewing the plan extensively, we have made the very difficult but necessary decision to **cancel our 8th Annual Fall Conference on Current Concepts in Neonatal Care in Napa, California, September 23-26, 2020**. Regrettably, the plan presented to us did not meet our standards.

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?

- This conference will be rescheduled for next September 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 COVID-19 conference cancellations, refunds will be processed within approximately two weeks

How do I cancel my hotel reservation?

- If you booked your hotel reservation through Symposia Medicus; 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 COVID-19 conference cancellations, refunds will be processed within approximately two 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 and let us know

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 continue to meet this challenge. Please take care of yourselves. We wish you and your families the very best. We look forward to a brighter future.

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

Sincerely,
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CEO

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