

ATC 2020

FAQ SHEET: CORONAVIRUS (COVID-19)

LAST UPDATED APRIL 8, 2020

1. What options do I have to refund my ATC 2020 Congress Registration?

Registered attendees will receive an individual communication from the ATC Registration Team on how to obtain a refund. If you do not receive a notification by April 20, 2020, please contact atc@atcmeeting.org.

2. When will more information on ATC's 2020 Virtual Program be announced?

We are diligently working to transform our in-person program to ATC's 2020 Virtual Program that will showcase the latest research and advances made by the transplant community over the past year. More information will be provided on this in the coming weeks.

3. I am a confirmed Speaker, Moderator, and/or Abstract Presenter. When will I receive a communication on my participation?

Speakers, Moderators, and Abstract Presenters will receive individual communications as we continue to work through ATC's 2020 Virtual Program. If you do not receive a communication on your participation by April 20, 2020, please contact atc@atcmeeting.org. Please reference your presentation information with date and time.

4. Can I get a refund on flights?

ATC is not liable for refunds on travel.

Attendees should check their individual airlines for specific cancellation / refund policies. ATC will not be responsible for any airline cancellation or change fees.

Attendees who have made travel arrangements through **Crystal Travel Management Company**, the ATC designated travel agent, will need to contact Sean Kelly directly.

- Email: Sean@crystal-travel.com
- Phone: 1-888-327-2862

5. Will I get refund on my abstract submission fees?

Abstract submission fees will not be reimbursed. Abstracts that have been selected for plenary, oral, and poster presentation will still be made available to view on the ATC Mobile Application and AJT Online Library on May 30, 2020.

6. I have questions about my Exhibit Booth and / or Sponsorship?

All questions pertaining to an Exhibit Booth and / or Sponsorship should be directed to the ATC Exhibits & Sponsorship Relationship Manager, Melanie Ryan, mryan@atcmeeting.org for more information.

7. How do I get a refund on my hotel?

Attendees who made a reservation through the ATC Hotel Reservation Company, OnPeak, will obtain a full hotel reservation refund. Refunds will be processed within 72 hours of the ATC communication, and a communication will be sent by OnPeak.

Questions:

- a. **Email:** Use this [Form](#) to submit an email to OnPeak.
- b. **Phone:** Call to speak with an agent at (800) 439-4326 between 8:00 AM and 6:00 PM, Monday – Friday Central Time USA.