

Frequently Asked Questions About the Cancellation Process for the 2020 International Convention

Q: Will my registration be refunded?

A: Yes, registration fees will be refunded in full within 6 weeks. The \$5 cancellation fee will not be charged.

We ask for your patience and request that you not call the registration company directly until at least 6 weeks have passed to allow time for refunds to be processed.

Credit Cards: If you paid with a credit card, that card will be credited directly. If you no longer have the credit card used during registration, you will be refunded by check.

Checks/Money Orders: If you paid with a check or money order, a refund check will be processed and mailed to your address.

If you canceled your registration and were charged the \$5 cancellation fee, the charge will be refunded to you.

Q: Will my hotel reservation be canceled and deposit refunded?

A: Yes, your reservation will be canceled by the Housing Bureau and you will receive a confirmation of the cancellation. If the hotel has charged their deposit, you should receive a refund of the full deposit by April 30, 2020. If you do not receive your refund by April 30, 2020, please contact the hotel directly. Their phone number is listed on your hotel confirmation email. If you need additional support, please email 2020ichousing@sxsw.com or call 1-512-872-2159.

Q: What about my airfare?

A: Please contact your airline carrier about canceling your ticket.

Q: I rented a scooter or wheelchair, will that reservation be canceled and refunded?

A: Yes, your reservation will be canceled and refunded within 8-10 weeks.

Q: I signed up to be a volunteer. Do I need to do anything about the shifts I signed up for?

A: No, all shifts will be canceled.

Q: Were all 2020 International Convention ancillary events slated to take place in Detroit canceled?

A: All events scheduled as part of the agenda of the International Convention have been canceled including the AI-Anon portion of the International Convention and the Thursday evening Party in the Plaza.

Q: What happens to the souvenir book I purchased?

A: If you purchased one or more souvenir books while registering, the credit will be added to your total refund.

Q: What happens to the subscription I purchased?

A: If you purchased a subscription while registering, the subscription has been processed and you should already be receiving *Grapevine* or *La Viña* magazine.