



DELEGATES FAQs

Why is the PSI 2020 Conference being cancelled?

Following the recent developments surrounding the COVID-19 (coronavirus) situation, the guidance issued, and the measures implemented by the WHO, local health authorities, and the Spanish Government's declaration of a State of Emergency, it became impossible for both PSI and the Crowne Plaza to proceed with the event, due to take place on 7th – 10th June 2020. The wellbeing of our delegates and staff is always the most important consideration, so PSI made the necessary, albeit difficult decision, to cancel this year's Conference.

Will there be any other activities planned this year?

PSI are currently exploring other options in sharing conference content in a virtual way, or to incorporate it into smaller one-day events later in the year provided the COVID-19 situation has dissipated. Whilst there are no current plans in place at this stage, we highly recommend that you please keep up to date with our social media, website and eNews for all further updates.

We also recommend that you save the date for next year's Conference, which is due to take place on the **20th – 23rd June 2021**, in Gothenburg, Sweden.

Can I claim a refund on my registration?

Your registration will be automatically refunded back to you in due course. MCI are working closely with PSI on the process for issuing refunds, further information will be shared in the upcoming weeks. We thank you for your patience at this time.

Can I make a claim for the refund of my travel and accommodation costs?

Refunds on accommodation will vary depending on how you chose to book:

- If you booked your accommodation for the conference at the Crowne Plaza Fira Centre through the PSI registration portal then these bookings will be automatically cancelled and any money paid will be refunded together with your registration fee in the upcoming weeks.
- If you booked accommodation via our partner Expedia through the registration site (at a hotel which was not the Crowne Plaza Fira Centre) then these are subject to different T&Cs. The registration team will be in contact with you individually around these terms over the next few weeks.
- If you booked your accommodation independently from the PSI registration system then we will be unable to help you. We would suggest contacting the hotel you booked with directly or referring to your travel insurance policy.



Unfortunately, we are unable to offer any compensation for travel which have already been incurred, or any administration charges relating to cancellation of travel tickets. We apologise for any inconvenience this may cause.

What If I can't find the answer to my query here?

If you can't find the answer to your query in any of these FAQs then please email us at psi.reghot@mci-group.com. We aim to respond to your email as quickly as possible.