

Family Voices will be issuing full registration fee refunds to all registrants for its March 21 convening. Refunds will be processed automatically and as quickly as possible. The process will take about two weeks.

Why Is the Conference Being Cancelled?

- After much careful thought and consultation about the coronavirus pandemic, Family Voices has decided to cancel its Family Engagement convening, scheduled for March 21 in the Washington DC area. The individual health, well-being, and safety of family leaders, our staff, and all of the families of which they are a part has guided us to this decision. We apologize for any inconvenience that this may cause those who planned to participate.

Will I Get My Family Voices Family Convening Registration Fees Back?

- We will be issuing full registration fee refunds for the March 21 convening. Refunds will be processed automatically and as quickly as possible. Payments made via Eventbrite will come as a refund to your credit card through Eventbrite. Payments made via check to Family Voices will be refunded by a check in the mail from Family Voices. If you're concerned or have questions, contact Ian Whitney at iwhitney@familyvoices.org.

What if I have also registered for the AMCHP meeting?

- Please consult the AMCHP [annual conference website](#) for more information.

How do I cancel my room reservation for the Family Voices convening?

- If you booked a room at the Crystal Gateway Marriott at 1700 Richmond Avenue through the Family Voices block reservation, note that cancellations are permitted until 11:59 PM, 3-days prior to arrival at no charge. Rooms cancelled after 11:59 PM 3-days prior to arrival will be assessed a fee equal to the first night's room and tax. Call the hotel at (703) 920-3230 to cancel.

Can You Help Me Get a Refund for My Airline Ticket?

- We are unable to provide refunds for travel expenses. Many airlines are now offering flight waivers and accommodations for specific travel dates and destinations. Refund policies are changing on a regular basis to reflect the nature of the national response. Please work directly with your airline. We have drafted [documentation](#) to support refund requests if needed. If you have further questions, please contact Bev Baker at bbaker@familyvoices.org.

Additional Travel Cancellation Tips

- Forbes article, [Can You Cancel Travel Plans Because Of Novel Coronavirus COVID-19?](#)