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**From:** ncph@iupui.edu  
**Sent:** Friday, March 13, 2020 10:02 AM  
**Subject:** NCPH 2020 Virtual Meeting Preparation and Refund Update



Dear NCPH 2020 Attendees,

First, on behalf of everyone at NCPH, we would like to express our gratitude for the outpouring of support we've seen in the days since we announced the necessity of canceling the in-person annual meeting scheduled for next week in Atlanta. As we absorb the wide range of impacts of this decision, it has been gratifying to hear from so many members with words of encouragement and affirmation. We appreciate your patience and goodwill.

We also want to thank our board, committee members, and other volunteers for rallying with energy and commitment to the work of moving as much content as possible to online spaces, and our presenters and participants for their agility and creativity in reconceptualizing their content in new formats. You'll hear more about the rapidly developing virtual meeting early next week; we're working now to populate the meeting app with the updated content and access information. Once it is more in place we will email all meeting registrants with password protected access to the app, allowing you to see the revised virtual schedule, access links to live and pre-recorded content, track Twitter streams, and more.

That said, there are significant issues to face in the wake of these events, which include serious financial consequences for our organization, as well as our members. As our earlier communication indicated, it has taken some time to determine our options concerning refunds, as we waited to learn the full extent of the repercussions associated with our various contracts, as well as the extent to which we can provide content online with short notice.

We are offering three options for refunds:

- To help NCPH mitigate the impacts of cancelation, we ask those of you who are financially able to decline any refund to do so, in recognition of the costs already paid by the organization to develop the *Program*, the conference mobile app, and other meeting events.
- Those of you who wish to request a refund may of course do so; these will take approximately four to six weeks to process. Refunds will come in the form by which you initially paid, as a credit back to the card used to purchase or as a check. The total amount will be reduced by the standard 20% processing fee (which covers credit card fees and other transaction costs).
- Registrants may also opt to request a reduced refund of 50%, reflecting your willingness to apply part of your registration fee toward engagement with the conference content being migrated to online venues.

This registration refund policy is in effect until March 27, 2020; no refunds can be issued for requests received after March 27, 2020.

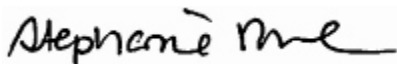
To formally submit your refund request, please fill out the online form found here: <https://ncph.org/conference/ncph-2020-refunds/>.

We thank you for your understanding as we navigate this difficult situation and work to do some justice to the incredible conference that Program Committee co-chairs Ashley Bouknight and Brian Joyner and Local Arrangements Committee co-chairs Julia Brock and Amy Wilson and their committees created.

Sincerely,



Marla Miller, NCPH President



Stephanie Rowe, NCPH Executive Director



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