

CTO 2020 CLINICAL TRIALS CONFERENCE CANCELLATION FREQUENTLY ASKED QUESTIONS AND ANSWERS¹

When will the next Clinical Trials Conference take place?

The CTO 2021 Clinical Trials Conference will take place March 23 – 25, 2021 at the Hilton Toronto.

What will happen to my registration fees?

You will have the opportunity to request a refund for the entire amount OR defer your registration to 2021.

You have until Friday, April 24, 2020 to decide if you would like a refund or to defer your registration.

Should no decision be received by April 24, your registration will automatically be deferred to the 2021 conference.

What happens if I decide to defer my registration to 2021 but then change employers?

The deferral will be applied to your organization.

If you are no longer affiliated with your organization in March 2021, a replacement delegate from that organization may take your place at the CTO 2021 Conference.

Why is the deferral automatically applied to my organization and not to me?

The vast majority of CTO Conference delegates register through their organization/institution. If you have registered for this conference personally, please refer to the next question. If you have additional concerns, please contact info@ctontario.ca.

I am not affiliated with any organization as I am a student, patient advocate, etc. and/or I paid for my registration using my personal credit card and have not received any reimbursement from any organization/institution for the fee. Can I still defer my registration?

Yes, you can still defer your registration.

The deferral will remain in your name for 2021.

How will my refund be processed?

Refunds will be processed via payment type used to register.

If you used a credit card, the full amount will be refunded to your credit card.

If you paid by cheque, you will receive a cheque in the full amount from Clinical Trials Ontario.

What if the credit card I used to register is no longer valid?

You will receive a refund via cheque.

Please contact MCI directly at, stephanie.rapko@mci-group.com to make arrangements.

When can I expect to see my refund?

All refunds will be processed by May 15, 2020.

What benefit is it for me to defer my registration?

The 2021 conference will be expanded to a three-day event, as opposed to a two-day event.

The registration fee will be increased and by deferring your registration, you will immediately receive a cost-savings for the 2021 conference.

I have deferred my registration to 2021, but now I can no longer attend. Can I get a refund?

You can get a refund, less a \$50 administration fee OR you can transfer your registration to someone else.

Is there a fee to transfer my registration to someone else?

There is no fee to transfer your registration to someone else.

I already know that I will not be able to attend the conference in 2021. Can I transfer my registration to another person now?

Once registration opens for 2021 you will be able to transfer your registration then.

When will registration open for the 2021 conference?

There is no set date yet, but you can expect to receive an email directly from Clinical Trials Ontario in the fall announcing that registration for the 2021 conference is open.

I have incurred costs to change my airline ticket. Will you reimburse me for these costs?

We are not able to cover change fees charged by airlines.

ⁱ This is a living document and will be updated as needed. This version produced April 8, 2020.