

IAF Global Summit Postponement FAQ

How do I get my Summit registration fee refunded?

Your Summit registration fee will automatically be refunded back onto the credit card that you used to purchase the registration. There is no further action required from you.

How long should it take for the refund to appear on the credit card?

The refunds will be processed between April 21st and April 24th. Depending on your credit card provider the refund should appear on the credit card within 2-3 weeks following the refund.

I have mailed in a cheque for registration payment. What will happen with my cheque?

When the cheque is received we will contact you by email to enquire if you would like for the cheque to be mailed back to you, or voided and discarded.

I no longer have the credit card used to purchase registration because it has expired or was compromised. What happens with my refund?

If you have renewed your credit card, depending on the financial institution, the refund should automatically be processed onto the new card. If the credit card has been cancelled because it was compromised or other reasons, the refund attempt will come back to us as declined and we will reach out to you to arrange a cheque.

I've booked and paid for travel, what happens now?

The IAF is not able to refund individual travel costs. If you purchased travel insurance, please contact your provider for information and next steps. Many airlines are providing credit for cancelled travel or are considering the action that precipitated your cancellation to provide relief. Please contact your airline to see if your ticket qualifies. We apologize for any inconvenience and challenges this may cause you.

I've booked accommodation at The Clarion Hotel Sign, what happens with my hotel booking?

Please contact the hotel directly to cancel the booking.

Clarion Hotel Sign Tel: +46 8 676 98 20
events.sign@choice.se

When will the Global Summit 2021 dates be announced?

We are aiming to announce the 2021 dates this summer, stay tuned!

I submitted a session proposal, what happens with my submission?

We would like to sincerely thank you for the effort and time that you put in to submitting a proposal for the 2020 Global Summit. A member of the team will be reaching out to you directly with next steps.

I have other questions

Please feel free to reach out to us with questions or concerns at any time.

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