



March 8, 2020

Update on 2020 Annual Conference and Covid-19

The ISSTD Board of Directors and Staff have been monitoring developments related to COVID-19, the illness caused by the novel coronavirus for the last several weeks. Our utmost priority is the safety of all our conference attendees and presenters. Based on current recommendations and guidelines from the CDC, at this time we are planning to continue to move forward with the conference as scheduled.

ISSTD Staff is onsite at the hotel in San Francisco and has had extensive conversations with the hotel management. Below is information about the safety procedures in place during the conference.

- Hotel staff is cleaning consistently. Doorknobs in the hotel are sanitized no less than every 30 minutes
- Hand sanitizer is available for attendees in the conference space
- Tissues and trash cans are available near doors so that attendees may open doors without risk of contamination.
- The hotel has a doctor who is nearby and on-call 24 hours a day in case of any emergency or illness
- The hotel is in daily contact with the CDC about best practice and current procedures

We have seen some presenter cancellations, which will result in changes to the conference schedule. These updates will be posted to the conference app and website as they are made.

If you have not already downloaded the conference app, we will be sending a reminder email with instructions for downloading and accessing the app later today. Due to the changes to the schedule, there will be no onsite conference program. Further conference updates will be posted to the app.

We realize the decision to attend is a personal one. With this in mind, we have amended the cancellation policy as follows:

- If travel to the conference has been prohibited by your home government, employer, or a medical professional, you have two options for cancellation with appropriate supporting documentation:
 - Full refund minus the \$75 cancellation fee
 - Digital access only, no refund included: receive access to all conference materials, including the recordings that will be available in the months after the conference. This will include more than 30 hours of content which will eventually be eligible for CE and CME credit (additional fee). In addition you will be provided a full year webinar pass to access all live and recorded ISSTD webinars in 2020.
- If travel to the conference has not been prohibited by your home government, employer, or a medical professional you are only eligible for the digital access only option.
- Cancellation requests must be received in writing via email to ac20refund@isst-d.org no later than Wednesday, March 11 at 12:00pm Pacific Daylight Time.
- We cannot guarantee that these requests will be processed before staff returns to the office on Monday, March 23.

If you have any additional questions, please email ac20refund@isst-d.org. We wish you safe travels and hope to see you soon in San Francisco!