



## DELEGATES FAQs

### Why is the British Society for Haematology Annual Scientific Meeting 2020 being cancelled?

As demands on the health service will increase significantly over the next few months, and the UK government has recently recommended social distancing and restricting travel we do not feel it is appropriate for us to run large-scale events that will take haematology professionals away from providing care for their patients, many of whom may be vulnerable due to suppressed immune systems. Our conference also brings together health professionals from all around the world, and our Board of Trustees is keen to avoid the risk of transmission to our delegates.

### Will there be any other activities planned this year?

The BSH are currently discussing various ideas of virtual or LIVE experiences but any such programme would take place towards the end of the year and you will be the first to know. Please keep up to date with our social media and website for all further updates.

### Can I claim a refund on my registration?

Your registration will be automatically refunded back to you in due course. MCI are working closely with BSH on the process for issuing refunds, further information will be shared in the upcoming weeks we thank you for your patience at this time.

### Can I make a claim for the refund of my travel and accommodation costs?

Whilst we are able to offer you a full refund on your registration fee, we are unable to offer compensation for travel and/or accommodation costs that have already been incurred, or any administration charges relating to cancellation of travel tickets or accommodation. We apologise for any inconvenience this may cause.

Please note bookings made through the registration website in the following contracted hotels (Hampton by Hilton Birmingham Broad Street & AC Hotel by Marriott Birmingham) the hotel bookings will be automatically cancelled, and the deposits paid will be refunded together with the registration fees in the upcoming weeks.

If you have booked accommodation via our partner Expedia through the registration site they are subject to different T&Cs, the registration team will be in contact with you individually around these terms.

### What If I can't find the answer to my query here?

If you can't find the answer to your query in any of these FAQs then please email us at [BSH.regshot@mci-group.com](mailto:BSH.regshot@mci-group.com). We aim to respond to your email as quickly as possible.