

## **MHSRS 2021 Cancellation Information**

### **How do I get my registration fees refunded?**

Registration fees will be automatically refunded in their entirety. Please allow 7-10 days for processing and for the refund to appear on your credit card statement

If your registration was paid by a Token and still shows a balance due, the balance will be eliminated. If the purchase cardholder was already charged, the fees will be refunded back to the card per above.

### **How do I get my exhibitor fees refunded?**

Exhibitor fees will be automatically refunded in their entirety. Please allow up to 10 days for processing and for the refund to appear on your credit card statement. For those exhibitors who paid by check, a refund check will be issued within 14 days.

### **How do I cancel my hotel reservation?**

You will need to cancel your own reservation through the [Gaylord Palms \(or Marriott Villiage/overflow hotel\) website](#). Please do this as soon as possible. You will not be charged a cancellation fee provided you cancel your reservation prior to the hotel's free cancellation deadline.

**Please do not call the Gaylord.** Cancel on-line using your registration link from the hotel:

- <https://book.passkey.com/go/MHSRSStandardRate> (if you booked at the standard/non-government rate) or
- <https://book.passkey.com/go/MHSRSGovt1> (if you booked at the government rate).

Enter your confirmation code to access your reservation. Click on the header Manage Reservation to access the page to cancel your reservation.

### **Will there be a virtual event in 2021?**

No. For the meeting organizers, the important networking and face-to-face interactions are a vital part of the conference and cannot be replicated in a virtual format.

### **Will my 2021 MHSRS abstract be posted on the website?**

Yes. The abstracts accepted for presentation at the 2021 MHSRS are posted now and can be accessed through the MHSRS homepage (<https://mhsrs.amedd.army.mil/>). Note: Abstracts are published only with the permission of the author.

**Would the organizers still like a pdf of my accepted poster?**

Yes! Your pdfs should be uploaded to your MHSRS website account. This capability is available now. Upload is voluntary. We will post the pdfs on the MHSRS website, along with the accepted abstracts.

**Will there be an MHSRS 2022?**

Yes! Hotel site surveys are already underway for the 2022 event, and leadership fully expects to stage an in-person event.