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IPW 2020 Has Been Cancelled. What Happens Now?

Information on credits and refunds was distributed via email on May 1st to all registered companies. The email contained a link for submitting your selection (credit or refund).

Below we provide answers to what we anticipate will be the most commonly-asked questions. Additional FAQs may be added so please bookmark this page.

Questions about IPW Credits and Refunds

1

What happens to my IPW 2020 payment?

You get the maximum value out of your IPW 2020 payment if you credit it toward your IPW 2021 registration or your 2020 membership dues (if applicable). All who elect to credit payment to IPW 2021 will be featured in our *IPW Daily* 2021 Preview edition, to be distributed the week of June 1, highlighting your support and enthusiasm in Bringing the World to America® next year. You will also receive priority placement on the IPW 2021 Online Marketplace and receive a 10% discount off of 2022 prevailing registration rates.

However, if you prefer the refund option, U.S. Travel will process your request within 90 days of receipt. We appreciate your patience as refund transactions are processed.

The deadline to request a refund is Friday, May 31. Refund requests must be received by the stated deadline. Any company not responding by this deadline will automatically receive a credit toward IPW 2021.

If your organization did not receive the information, please email the appropriate registrar for your registration category:

- **Exhibitors, domestic buyers, and domestic journalists:** ipwreg@ustravel.org
- **International leisure and MICE buyers, international journalists, and other international delegates:** intlreg@ustravel.org

2

My company requires that I take the refund option. What are the refund guidelines?

All refund requests must be submitted by the registered organization or credit card holder and include the name of the attendee.

- Refunds will be processed within 90 days from the receipt of their request.
- Refunds must be issued to the same organization as the original payment was initially received from.
- Payments will be refunded using the same payment method.

- Payments originally made via check will be refunded via ACH due to office closure. Bank details must be provided on bank letterhead and signed by the company's Relationship Manager contact with that bank. If a check is the only option, we will not be able to issue the refund until our DC office has reopened which is TBD.
- Payments made via wire or ACH will be refunded via ACH. Bank details must be provided on bank letterhead and signed by the company's Relationship Manager contact with that bank.
- If you previously cancelled your registration and received a refund minus a 50% fee, the additional fee will be refunded to you within 90 days.
- If your original credit card payment is no longer available to receive the refund, you can contact finance@ustravel.org

3

How do I cancel my hotel reservation?

Delegates who made hotel reservations using the official IPW Housing Bureau (MCI USA), your hotel reservation will be cancelled automatically. You will receive a reservation cancellation confirmation email no later than Wednesday, May 6, 2020. No hotel deposits were charged.

If you do not receive a cancellation confirmation email by May 6 contact the housing bureau to resend it:

- **Exhibitors and other non-hosted delegates:** Contact the IPW Housing Bureau at ipw@mcievents.com.
- **Hosted delegates:** Contact the IPW International Registrar at ipwhousing@mcievents.com.

Delegates who made hotel reservations directly with the hotel and/or through a third-party site, you will need to cancel the reservation directly with the hotel.

4

Will I be refunded for airline tickets?

U.S. Travel will not refund individual airline ticket costs. Please contact your airline directly regarding ticket cancellations.

If you purchased travel insurance, please contact your provider for information and next steps.

5

If I transfer my registration fee to 2021 can it be used for anyone attending?

Yes, it will be a company registration credit and can be applied to anyone registering.

6

I have a few more registration questions; how do I get in touch with the registrar?

Please email the appropriate address below depending on your organization type:

- **Exhibitors, domestic buyers, and domestic journalists:** ipwreg@ustravel.org
- **International leisure and MICE buyers, international journalists, and other international delegates:** intlreg@ustravel.org

7

I have a few general questions, whom do I contact?

For all other questions, click [here](#) to view the IPW Contacts page.

8

My company wants to move forward with planning for future business. What IPW tools and/or platforms allow me to stay connected with delegates during this time?

You will still have access to My IPW to search for delegates until your registration has been cancelled.

9

My company has had furloughs and layoff. How do we update our contact information?

Please email the appropriate address below depending on your organization type:

- **Exhibitors, domestic buyers, and domestic journalists:** ipwreg@ustravel.org
- **International leisure and MICE buyers, international journalists, and other international delegates:** intlreg@ustravel.org

10

What should I do if I received a message from someone claiming to represent IPW about the IPW 2020 show being moved online and asking me to pay for access?

Please be cautious—this may be an example of an emerging scam targeting attendees of many of the large events and gatherings that have been cancelled around the world due to COVID-19 concerns.

Any official efforts to hold a virtual event will be announced by U.S. Travel Association.

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