



2020 Annual Conference Q&A

Q: What happens now with my hotel and travel reservations?

A: We ask that you contact your hotel, airline, or other travel organizations to discuss options available. In some cases, airlines are allowing travelers to defer their travel funds for a future date with no change fees. In the event that your travel organizations require official documentation of cancellation, an official letter is available.

Q: Will the 2020 Annual Conference be rescheduled?

A: NHIA is exploring alternate dates and/or virtual programming. We will share additional updates on this as more information becomes available.

Q: Will I receive a refund for my NHIA Conference Registration?

A: NHIA will honor requests for registration refunds, however NHIA is exploring the possibility of alternate dates later this year or virtual programming. We request you consider allowing some time to explore these offerings before requesting a refund. For questions regarding refunds for registration fees, contact NHIA's COO Jennifer Charron at Jennifer.charron@nhia.org.

Q: Will my organization receive a refund for our Exhibit or Sponsorship?

A: NHIA will honor requests for exhibitor refunds, however NHIA is exploring the possibility of alternate dates later this year or virtual programming. We request you consider allowing some time to explore these offerings before requesting a refund. For questions regarding refunds for exhibitors, contact NHIA's Vice President of Membership and Business Development Ashlan Oberholtzer at ashlan.oberholtzer@nhia.org.

Q: Will I have access to any of the speaker or education content planned for the conference?

A: NHIA is exploring alternate dates and/or virtual programming. We will share additional updates on this as more information becomes available.

Q: Will the Sterile Compounding Clinic be held in 2020?

A: NHIA is exploring alternate dates and/or virtual programming. We will share additional updates on this as more information becomes available.

Q: Who can I contact for additional information?

A: Please contact NHIA's COO Jennifer Charron at Jennifer.charron@nhia.org for any additional questions. For speakers that were scheduled to present, contact NHIA's Senior Director of Clinical Services Ryan Garst at ryan.garst@nhia.org. For questions



regarding exhibitors and sponsors, contact NHIA's Vice President of Membership and Business Development Ashlan Oberholtzer at ashlan.oberholtzer@nhia.org.