



TSHP 2020 Annual Seminar

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ANNUAL SEMINAR REGISTRATION

Cancellations and Refunds. All current Seminar registrants are eligible to receive a full refund.

- **Q: I am currently registered for the Annual Seminar and plan to attend the rescheduled Seminar. What do I need to do?**
A: No action is required. Your registration will be transferred to the rescheduled Seminar. You will receive an email confirming your rescheduled Seminar registration once complete.
- **Q: I am currently registered for the Annual Seminar and do NOT plan to attend the rescheduled Seminar. What do I need to do?**
A: You may request a full refund by sending an e-mail to registration@tshp.org. Refund requests must be received by Friday, April 17. All refund requests will be processed within 45 days. All cancellation fees will be waived through this date.
- **Q: I had cancelled my registration for the April 17-19 Annual Seminar, but I am now able to attend the rescheduled Annual Seminar. Can I reinstate my registration?**
A: Yes. You can send a request to registration@tshp.org to have your registration reinstated at the original rate. Reinstatement requests must be received by Friday, April 17.
- **Q: I had cancelled my registration for the April 17-19 Annual Seminar and am unable to determine whether I can attend the rescheduled Seminar at this time. Can I register at a later date?**
A: Yes, you can register at the posted rates.
- **Q: I am currently registered for the Annual Seminar and do NOT plan to attend the rescheduled Seminar; however, I would like to register for the online CE portion. Are those available separately for purchase?**
A: At this time, the online courses will only be available to those transferring their registration to the rescheduled event to ensure that they will be able to obtain their necessary CE hours in the event that they need to renew their license before September.

ANNUAL SEMINAR HOUSING AND TRAVEL

Reservation Cancellations. Any reservation booked into the Moody Gardens room block will be cancelled automatically without penalty. Registrants who booked housing through other sources or directly with hotels must cancel their own reservations.



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- **Q: I have a hotel reservation for the original April 17-19 Annual Seminar and plan to attend the rescheduled Seminar. Will the dates of my reservation be changed automatically?**

A: No. You will need to make a new hotel reservation through TSHP's official housing bureau, which will be available through the Annual Seminar website. We'll send a notification to registered attendees when the new reservation link is available on the website.

- **Q: I do not have a hotel reservation but would like to attend the rescheduled Annual Seminar. Can I reserve a hotel room?**

A: Yes. You can make a hotel reservation through TSHP's official housing bureau, which will be available through the Annual Seminar website soon. We'll send a notification to registered attendees when the new reservation link is available on the website.

- **Q: I have a reservation for air travel for the original April 17-19 Annual Seminar. Can I change my reservation and travel to the rescheduled Annual Seminar?**

A: You should contact your carrier directly and follow their guidelines regarding the changing or cancellation of flights. Many airlines are waiving change fees for flights scheduled between March 1, 2020 and April 30, 2020.

- **Q: I am an invited speaker and I have a reservation for air travel for the original April 17-19 Annual Seminar. Can I change my reservation and travel to the rescheduled Annual Seminar?**

A: You should contact your carrier directly and follow their guidelines regarding the changing or cancellation of flights. Many airlines are waiving change fees for flights scheduled between March 1, 2020 and April 30, 2020.

ANNUAL SEMINAR PRESENTERS

Presentation Status. Invited speakers will be contacted by email and asked to confirm their availability to participate in the rescheduled Seminar.

- **Q: I was scheduled to present my abstract in a poster session at the original April 17-19 Annual Seminar. If I am able to attend the rescheduled Annual Seminar, can I reinstate and present my abstract?**

A: In recognition of the work that has already been completed for the Poster Competition, TSHP is considering allowing the Poster Competition to be held with the current abstracts and submissions in a virtual capacity. The TSHP leadership is still in discussions on this item and will contact via email all poster presenters once a final decision has been made.



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ANNUAL SEMINAR EXHIBITORS & SPONSORS

Cancellations and Refunds. All current exhibitors and sponsors are eligible to receive a full refund of fees.

- **Q: I am currently scheduled to exhibit or be a sponsor at the Annual Seminar and plan to continue at the rescheduled Seminar. What do I need to do?**
A: No action is required. Your booth rental fees and/or sponsorship will be transferred to the rescheduled Seminar. You will receive an email confirming your rescheduled exhibit and/or sponsorship details.
- **Q: I am currently scheduled to exhibit or be a sponsor at the Annual Seminar and do NOT plan to continue at the rescheduled Seminar. What do I need to do?**
A: You may request a full refund by sending an e-mail to exhibits@tshp.org. Refund requests must be received no later than Friday, April 17. All refund requests will be processed within 45 days. All cancellation fees will be waived through that date.
- **Q: I am currently registered to participate in Reverse Expo and plan to participate at the rescheduled Seminar. What do I need to do?**
A: No action is required. Your reverse expo tickets will be transferred to the rescheduled Seminar. You will receive an email confirming your rescheduled reverse expo participation details.
- **Q: I am currently registered to participate in Reverse Expo and do NOT plan to participate at the rescheduled Seminar. What do I need to do?**
A: You may request a full refund by sending an e-mail to exhibits@tshp.org. Refund requests must be received no later than Friday, April 17. All refund requests will be processed within 45 days. All cancellation fees will be waived through that date.

Other Questions. All other questions should be directed to exhibits@tshp.org.

ANNUAL AWARD RECIPIENTS

Award Status. Award recipients will be contacted by email and invited to participate in a virtual awards recognition program.