

FAQs

Delegates/General

• Why is the Congress being postponed?

FIGO (International Federation Gynecology and Obstetrics), the African Federation of Obstetricians and Gynecologists (AFOG) and the Rwanda Society of Obstetricians and Gynecologists (RSOG) have consulted with our local partners, the Rwanda Convention Bureau and the Rwandan Ministry of Health, to review the possibility of holding an international event in Rwanda in the next three months. Disappointingly, we have come to the conclusion that due to the risks associated with the Novel Coronavirus (COVID-19), holding a successful event would not be feasible.

This decision to postpone our Regional Congress has not been taken lightly, however together we have come to the conclusion that possible travel bans and restrictions on gatherings, plus the increasing need for health workers to be serving their local communities, means that the best option is to postpone the event to 13th-15th December 2020.

• When will the rescheduled Congress dates be?

The Regional Congress in Kigali will now take place from 13th December 2020 to 15th December 2020. The venue of the Regional Congress remains the same: Kigali Convention Centre, with some workshops taking place at other locations, as before.

• Can I transfer my registration to the rescheduled Congress dates?

Your registration will be automatically transferred to the new dates, and you do not have to take any action regarding this.

• Can I cancel my registration if I am unable to attend the rescheduled Congress dates?

If you are not able to attend in December please let us know before 11th May 2020 by emailing reg-figokigali2020@srcagency.com, and we will refund your full registration fee, including the administrative fee.

If you decide to cancel your registration after 11th May 2020, we will retain the administrative fee [USD 55.00] and refund the balance of your paid registration.

After 13th September 2020, no cancellation refunds will be possible, as per the standard registration cancellation policy.

Please note that due to the high volume of events being cancelled or postponed globally, refunds may take longer to appear on your bank account than usual.

• If I transfer my registration and my circumstances change, will I be able to cancel at a later date?

Please let us know by emailing reg-figokigali2020@srcagency.com before 11th May 2020 and we will refund your full registration fee, including the administrative fee.

If you decide to cancel your registration after 11th May 2020, we will retain the administrative fee [USD 55.00] and refund the balance of your paid registration. After 13th September 2020 no cancellation refunds will be possible.

Please note that due to the high volume of events being cancelled or postponed globally, refunds may take longer to appear on your bank account than usual.

• What are the deadlines for registering now that the Congress has been rescheduled?

Our registration dates have changed to the following:

Regular registration - deadline extended to 13th October 2020

Late / On-site registration - from 14th October 2020 onwards.

• Will student registration fees still be valid if I have graduated by the time of the rescheduled Congress?

If you are currently registered for the Congress and you are a student, your registration will automatically be carried forward to the new dates even if by this date you are no longer a student.

• Am I entitled to a refund of my travel and accommodation costs?

We have agreed with all four recommended hotels (Radisson Blu, Lemigo, ONOMO and Umbumwe) that our participants can transfer their accommodation reservation to December, if you do so before 11th May 2020. Please contact the hotel to arrange this directly, or through the reservation channel you used to reserve your accommodation originally.

All four hotels have agreed to honour the terms and conditions and will keep the same offer for the duration of the Regional Congress. Please keep in mind, that the hotels have limited availability and will only be able to honour the offer until they have filled their capacity.

If you have reserved your accommodation at a different hotel, please contact them directly to see if they are able to re-arrange your reservation. Please use our postponement statement if you require proof of the event postponement in order to access compensation for or re-arrange your accommodation arrangements.

FIGO is unable to assist with travel changes or refunds. Please contact your travel agent, airline and/or travel insurance provider directly to see if they are able to refund or re-arrange your reservation. Please use our postponement statement if you require proof of the event postponement in order to access compensation for your travel arrangements.

- **I have arranged a holiday immediately before/after the Congress. Can I request a refund of these associated costs?**

FIGO is unable to assist with travel changes or refunds. Please contact your travel agent, airline and/or travel insurance provider directly to see if they are able to refund or re-arrange your reservation. Please use our postponement statement if you require proof of the event postponement in order to access compensation for your travel arrangements.

- **My travel insurance company requires a letter to confirm the event has been postponed, can you provide one?**

Please find our postponement statement attached and in due course at www.figokigali2020.org.

- **Will my VISA still be valid?**

Delegates are advised to check their visa requirements and make the necessary visa arrangements as early as possible. Delegates who require a letter of invitation to attend the Congress should specify this & provide the required details when filling out the registration form. Please note that a letter of invitation should not be considered as an official invitation covering fees and other expenses. Letters of invitation will only be issued upon receipt of a registration form and full payment. FIGO cannot provide specialist visa application support or take responsibility for individual delegate's visa arrangements.

For further information on the Rwandan new visa regime, or if you need to check if you need to make new arrangements due to the new Congress dates, please check the following site: <https://www.migration.gov.rw/>

- **What is the programme for the rescheduled Congress?**

The rescheduled FIGO Kigali 2020 programme will follow the same structure as originally intended. Pre-Congress Workshops will take place on 13th December 2020 with the Opening Ceremony that evening. The Scientific Programme will take place on 14th & 15th December 2020. Please check our Scientific Programme page where an updated provisional programme will be released in due course.

Speakers

- **Will my invitation to speak at the Congress remain in place?**

A successful event in Kigali remains our priority and we would be honoured, if you would contribute to that commitment by remaining part of the scientific programme of the

Regional Congress. FIGO will be in touch with you and your session coordinator in the coming weeks to reconfirm your speaking engagement.

- **Will my presentation still be at the same time/location?**

FIGO cannot guarantee that sessions will remain on the same day of the Congress or at the same time. FIGO will be in touch with session coordinators and speakers once a new provisional programme has been arranged.

Abstracts

- **Will the deadline for abstract presenters to register be extended?**

If your abstract is accepted for presentation (these notifications will be sent in the coming weeks), abstract presenters must register in order for the abstract to be scheduled in the final programme. The new deadline for this is 13th August 2020.

- **Can my poster still be presented if I can't attend the Congress on the rescheduled dates?**

If a poster is accepted for presentation (these notifications will be sent in the coming weeks), the accepted posters will only be scheduled for presentation in the final programme, if the poster presenter is registered for the Congress and has paid the registration fee before 13th August 2020.

- **I have already submitted my abstract, do I need to re-submit this?**

Abstract submission is closed, and it will not re-open. There is no need to re-submit your abstract.

- **If I am unable to present on the rescheduled Congress dates, will I receive a refund of my registration fee?**

If you will not be able to attend in December, please let us know by 11th May 2020 by emailing reg-figokigali2020@srcagency.com, and we will refund your full registration fee, including the administrative fee.

If you decide to cancel your registration after 11th May 2020, we will retain the administrative fee [USD 55.00] and refund the balance of your paid registration.

After 13th September 2020, no cancellation refunds will be possible, as per the standard registration cancellation policy.

Your registration cancellation will mean your abstract is withdrawn and excluded from the congress programme.

Please note that due to the high volume of events being cancelled or postponed globally, refunds may take longer to appear on your bank account than usual.

• Will new abstract submissions be accepted for the rescheduled Congress?

Abstract submission is closed, and it will not re-open. No further abstracts will be accepted for the rescheduled Congress.

Sponsors/Exhibitors

• Will I still be entitled to the same package/booth reservation?

Yes, the floorplan will remain the same so you will be entitled to the booth you have already reserved with us. FIGO will honour any existing arrangements and packages that have been agreed upon with sponsors prior to the event postponement.

• Will the cost of sponsor/exhibitor company staff's travel and accommodation be reimbursed?

We have agreed with all four recommended hotels (Radisson Blu, Lemigo, ONOMO and Umbumwe) that our participants can transfer their accommodation reservation to December, if you do so before 11th May 2020. Please contact the hotel to arrange this directly, or through the reservation channel you used to reserve your accommodation originally.

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