

Frequently Asked Questions about the Cancellation Process for the 2020 VFW Auxiliary National Convention



Q: Will my National Convention registration fee be refunded?

A: Those who pre-registered for National Convention will receive a full refund within **six (6) weeks**. We ask for your patience and not to call or email National Headquarters until the **six (6) weeks** have passed to allow time for refunds to be processed.

- Credit Cards: If you paid by credit card, that card will be credited directly.
- Checks/Money Orders: If you paid by check, a refund check will be issued and mailed to the address on file in MALTA.
- If an Auxiliary paid for a members' registration by check or ACH in MALTA, the Auxiliary will be refunded by check or ACH.
 - If individual members paid their registration fee to their Auxiliary, it is up to the Auxiliary to refund money to individual members.

INFORMATION REGARDING DELEGATES TO THE NATIONAL CONVENTION AND VOTING WILL BE PROVIDED NO LATER THAN MAY 1, 2020.

Q: Will my hotel reservation be cancelled and deposit refunded?

A:

- Reservations made through the official hotel booking website or housing form have been cancelled and no charges shall be incurred.
- If you booked your hotel room on your own (not through the official housing website or housing form), please contact the hotel directly to cancel your reservation. Refunds will be subject to hotel policy.

Q: What about my flight?

A:

- If flight reservations were made through Veterans Travel Service (VTS), please contact them at 816.531.5850.
- If flight reservations were made through other travel agencies, websites or airlines, please contact them directly about cancelling your reservation.

We appreciate your support, patience and understanding during this unprecedented time.