



Frequently Asked Questions | NCPDP 2020 Annual Conference

NCPDP has created this FAQ to address questions you may have related to the cancellation of NCPDP's 2020 Annual Technology & Business Conference. Please check back for additional updates as they become available. *(Date posted: March 18, 2020)*

Will the registration fee be refunded?

If you have registered for the 2020 Annual Conference, NCPDP will refund 100% of your registration fee. As an alternative, you may elect to apply your 2020 registration fee to the 2021 conference. NCPDP will be in touch with you in the next week with information on the refund or deferral process.

Can I apply my registration fee to the 2021 Annual Conference?

Yes, you will have the option to apply your registration fee toward the 2021 Annual Conference. NCPDP will be in touch with you in the next week with information on the refund or deferral process.

How do I cancel my room reservation at the Westin Kierland Resort & Spa?

If you booked room reservations in the NCPDP room block at the Westin Kierland Resort & Spa, your reservations will be cancelled automatically, and any deposit charged to your credit card will be refunded.

If you did not book your reservations in the room block or are unsure, please contact the hotel directly at 480-624-1000 to cancel before March 31.

Will the conference sessions and CE be available in the future?

We had a rich educational program and impressive keynote speaker lineup planned for the conference – perhaps the best ever.

We will be assessing the possibility of offering some of the track sessions as webinars throughout the summer and fall. Look for information to come on this offering.

Will Exhibitor booth fees be refunded?

If you have paid your exhibitor fee for 2020, you may elect to apply it to lock in your Exhibit spot at the 2021 Annual Conference or request a full refund of your 2020 exhibitor fee up to April 15.

NCPDP staff member, Brian Goerlich, has already been in touch with exhibitor contacts to identify their preferences.

Exhibitor-Only Passes will be refunded.

How are Sponsorships being handled?

Phillip Scott, NCPDP's Senior Vice President of Business Development, is contacting sponsor contacts about their sponsorship.

What if my question is not addressed here?

Kindly direct your questions to Education@ncpdp.org and a member of our staff will respond as quickly as possible.