

ACAMS moneylaundering.com 25th Annual International AML & Financial Crime Conference

CANCELLATION FAQ

1. Will the event be rescheduled?

No, the event will not be rescheduled for 2020. The Hollywood conference is scheduled to meet April 12-14, 2021.

2. Will the Hollywood Conference be held in a virtual format?

No, the event will not be held in a virtual format.

3. I was planning to attend a pre-conference Live Examination Prep Seminar or workshop, are those cancelled as well? If so, will I receive a refund for my paid registration?

Yes, the pre-conference live prep seminars for CAMS and CGSS are cancelled. We are planning on scheduling a virtual live prep course that will be made available to you. Look for details soon.

4. How do I earn CAMS credits now that the conference has been cancelled?

ACAMS webinars are proceeding as planned and credits may be earned by viewing our live or recorded webinars. Please check here our calendar of webinars: <https://www.acams.org/aml-training-web-seminars/>

We are also looking at offering additional virtual credit opportunities. Stay tuned for more information.

5. Can I get a full refund?

Yes, we will be issuing refunds to those who have made the request. Alternatively you may request to have the funds you paid for registration applied as a credit for a future event or another ACAMS product. Kindly send your request to info@acams.org and this will be handled by our team.

6. What information is needed in order to be refunded?

If you paid by credit card the refund will be processed as a credit to your credit card.

If you paid by check, please provide.

Full Name/ Payable To:

Full Address:

If you paid by wire transfer.

For domestic wire payments we can only refund via check or credit card.

For international wire payments, please provide:

Bank Info:

Account Name:

Account #:

ABA/Swift:

7. My company paid for my registration, will I be refunded as an individual?

No, your company will be refunded directly in the method in which they paid.

8. Can I apply the registration fee to future events?

Yes, you can apply your registration funds as credit towards a future event or another ACAMS product.

9. Will ACAMS cover any trip cancellation costs?

No, ACAMS will not cover any trip cancellation costs.

10. I booked a room at the conference hotel, will I be penalized for cancelling?

You may cancel your hotel room without penalty up to 72 hours prior to your scheduled date of arrival. All participants are encouraged to contact the hotel directly to cancel their hotel rooms:

The Diplomat Beach Resort Hollywood
3555 S Ocean Dr, Hollywood, FL 33019
Phone: (954) 602-6000

DoubleTree Hotel and Resort Hollywood
4000 S Ocean Dr, Hollywood, FL 33019
Phone: (954) 454-4334

11. I am an exhibitor. What is the process to get reimbursed?

Please contact Andrea Winter at awinter@acams.org for your options as an exhibitor.

12. I am a sponsor. What is the process to get reimbursed?

Please contact Andrea Winter at awinter@acams.org for your options as a sponsor.

13. What is the status of other upcoming ACAMS conferences? Including the New York and Las Vegas conferences?

At this time these events will proceed as planned and we are monitoring the situation closely. We have information on our event websites with general guidelines provided by the WHO and CDC.

Statement Released on March 4, 2020

ACAMS is closely monitoring the Novel Coronavirus situation, and following the guidance of the [World Health Organization](#) (WHO), the [Centers for Disease Control and Prevention](#) (CDC) and other local authorities as appropriate. We are taking proactive steps including increased facility-wide cleaning and disinfecting, as detailed below, to help reduce health risks at our events. We encourage participants to monitor the [CDC website](#) for additional information, and review and follow the WHO's [Travel Advice](#). Our sympathy goes out to all those people affected by this virus globally, both directly and indirectly.

ACAMS is:

- Carefully following the guidance of the [World Health Organization](#) (WHO) and the [Centers for Disease Control and Prevention](#) (CDC).
- Adhering to the travel restrictions and guidance of the [U.S. Department of State](#).
- Recommending a 'no-hand shake' policy
- Communicating with area hotels about their cleaning protocols
- Requesting that all participants evaluate their own health and that of people they are in close contact with and to contact ACAMS if they have concerns about attending the event.
- Encouraging all participants to follow the guidance of the [CDC](#) for everyday preventive actions to help prevent the spread of respiratory viruses.
- Wash hands often with soap and water or use an alcohol-based hand sanitizer
- Avoid touching eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are unwell.
- Stay home if unwell.
- Cover a cough or sneeze with a tissue, then throw the tissue in the waste disposal receptacle
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.

Additional Safety measures to be implemented at all ACAMS events:

- The venues are expanding their cleaning and disinfecting protocol to include:
- Frequent wipe downs of all common touch areas each day including door knobs, lecterns, microphones, escalator hand rails, waste disposal receptacles, elevator buttons, water stations, registration tables and in and around the washroom areas.
- An increase in hand sanitizer stations throughout the venue for public use.
- Disinfecting registration counters and floors continuously throughout the day.
- Offering disinfectant wipes at all check-in counters, in each session room for the speaker computers and microphones.