



CANCELLATION FAQs

1. Will the event be rescheduled?

No, the 2020 event will not be rescheduled. The next ACAMS European Conference is scheduled to take place 7-10 June, 2021 in Dublin, Ireland.

2. Will the 2020 European Conference be held in a virtual format?

No, the event will not take place virtually.

3. I planned to attend a pre-conference workshop, or the CAMS/CGSS Live Prep. Are those cancelled as well?

- Yes, the CAMS and CGSS Live Prep seminars, and the pre-conference workshops are also cancelled.
- We're working on scheduling virtual CAMS and CGSS Live Prep Seminars – details will be sent to our mailing list soon.

4. How do I earn ACAMS 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.
- View our upcoming webinars here: <https://www.acams.org/aml-training-web-seminars/>
- We're also looking at offering additional virtual credit opportunities. More information will be sent to our mailing list soon.

5. Can I get a full refund?

- Yes, we will be issuing refunds to those who request them.
- Alternatively, you may request credit for a future event or another ACAMS product.
- *Kindly send your preference to emea@acams.org who will action this accordingly.*

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 cheque, please provide:

Full Name/ Payable To:

Full Address:

If you paid by wire transfer:

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

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

No, your company will be refunded directly by the same method they used to pay for your registration.

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

Yes, you can have your registration fee added to your account as a credit towards a future ACAMS 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 penalised for cancelling?

You may cancel your hotel room without penalty up to 24 hours prior to your scheduled date of arrival. All participants are encouraged to contact the hotel directly to cancel their hotel room(s):

Frankfurt Marriott Hotel

Hamburger Allee 2

60486 Frankfurt

Germany

[*info.frankfurt@marriott-hotels.com*](mailto:info.frankfurt@marriott-hotels.com)

Phone: +49 697955 2222

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.