

Name	Title	Date	Audience
Priscilla May D'Souza	Director, Communications	10 Mar 2020	EO members

2020 EO GLC Cancellation

Frequently Asked Questions (FAQs)

ABOUT GLC

1. What is the status of the Global Leadership Conference (GLC)?

Due to the major uncertainties our diverse, global membership and staff face with the unpredictable spread of COVID-19 to new locations and changing travel restrictions, EO has made decision to cancel the 2020 Global Leadership Conference (GLC). The health and safety of our members and staff are our top priority. We continue to monitor the situation as it relates to events and any further changes or cancellations will be promptly reported on the [COVID-19 Communications Centre](#) page.

2. When will we be updated about alternative plans to train chapter officers? Will training be 100% online?

We are working through a chapter officer training plan and should be able to announce this within the next two weeks. We want to ensure our plan is as comprehensive and as thoughtful as possible. At this current time, yes, the replacement product we will be offering will be virtual.

ABOUT REFUNDS AND REIMBURSEMENTS

1. Is EO able to negotiate waiving the cancellation fees with the hotels on our behalf?

The events team is currently working with our multiple vendors to negotiate the cancellation with our legal teams. Please allow the team some time to work things and find the best outcome for all of EO. While we can't guarantee anything, we will try our best. We'll be in touch with the chapter staff and EO chapter managers, so we can distribute information as such.

2. I have contacted the hotel I reserved and they will not discuss cancelling or refunding my booking. What should I do?

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Please allow us time to work through this process with the multiple hotels we intended to use. Once we have a process in place, we will let all attendees know. Thank you for your patience.

3. How do I get refunded for the SLP A La Carte excursion/Children's ticket(s) I purchased?

All SLP A La Carte excursions and children's ticket(s) have been fully refunded to the method of payment used. Please allow 5 – 7 business days for this to show.

4. How do I get reimbursed for Learning Day?

Learning Day refunds will be processed and reimbursed to the method of payment. Please allow up to 14 business days for this to show.

5. I registered a guest for Chapter Officer Training. How will I be reimbursed?

Guest refunds will be processed and reimbursed to the method of payment. Please allow up to 14 business days for this to show.

6. Will members who already purchased flights for GLC be reimbursed? If yes, and the member has already expensed their flight, how will this be handled?

It is our experience with the other events that have been cancelled recently that airlines are being quite accommodating with cancellation, change fees and or credits/vouchers for future travel. Please work with your airlines citing the coronavirus spread.

- **Chapter Officers:**

We understand that the majority of chapter boards budget and allot stipends to their chapter officers for GLC. Because the chapter boards budget and dictate stipends for each chapter officer, the decision to reimburse flights and how to best manage that process will be at the discretion of each chapter. If you have members who have already booked and been reimbursed, this will again be up to the chapter on how to manage.

- **Member Leaders: Including GLC Committee, Regional Council Members, Committee Members, Facilitators, SME's, Experts**

Please allow some time to finalize a plan for reimbursement or travel credit management. When information is settled, your staff liaison for the role you play at GLC will be informed.

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- **Learning Day Only Attendees**

As a user paid event, the responsibility of covering travel expenses is that of the attendee and flight fees will not be reimbursed.

ABOUT MyEO

I. Now that GLC has been cancelled, what is the status of pre and post-GLC MyEO events?

Regarding MyEO Events and Dinners planned around GLC, please direct all your cancellations requests to myeo@eonetwork.org

Based on the incoming cancellations, the MyEO team will be working with Champions of the events on the decision to cancel and its implications. We are aware that some members are making individual choices to keep their travel plans. MyEO Events with smaller numbers of participants might still take place, should registrants and the Champion choose to do so.

GENERAL QUESTIONS

I. How can I find out if other chapter or regional events have been cancelled?

Contact the EO Member Services Centre at conciierge@eonetwork.org. Your question will be directed to the appropriate person.