

The European IPF Patient Summit

FAQ: Coronavirus / COVID-19 situation

Last updated: 17 March, 2020

Dear Delegates,

EU-IPFF has been closely monitoring the Coronavirus situation and, after carefully considering the advice provided by the World Health Organisation and other health authorities, we have made the difficult, but necessary decision to postpone the European IPF Patient Summit (date TBD). This choice was made with the full support of our sponsors, partners and the members of our expert Scientific Advisory Board.

We must prioritise the safety of patients and other participants at the Summit and help ensure the healthcare professionals we work with remain in their hospitals, where they are needed.

We will announce the new date of the Summit in good time for all delegates to make appropriate arrangements. Even though the Summit won't take place as originally scheduled, EU-IPFF is planning to keep some activities online. Further updates about these will be provided as soon as possible.

Please find below a Q&A of the most frequently asked questions. If you still have any pending doubts, please let us know and we will do our best to address any questions or concerns. You can contact us via email at info@eupfsummit.org.

We are sorry for any inconvenience and appreciate your understanding.



Liam Galvin
EU-IPFF Secretary

1. I have registered to the IPF Summit 2020 via the IPF Summit website. Will I get a refund on my registration and additional items booked?

We will refund all the costs that have been processed via the IPF Summit website, including the registration fees, any additional services you might have booked (accommodation, lunches, etc.). You will receive a credit note and you can expect the reimbursement to be processed in your account (same payment method used when registering) in the course of the next two weeks. In the meantime, we highly appreciate your patience as we go through the entire refund procedure for all the participants.

2. What if I am having problems getting my refund?

Please contact us at info@euipfsummit.org and we will examine your situation and try to solve this issue as soon as possible.

3. I have booked my travel autonomously or via my travel agency. Will you reimburse my travel costs?

Unfortunately, we are not in the position to reimburse costs that you incurred to attend the IPF Summit and were not booked via us. We apologise for this inconvenience and suggest you contact your travel agency and/or the flight/train company directly.

4. I have booked my accommodation at the Double Tree by Hilton in Warsaw directly with the hotel or via a third-party provider (for example Booking.com). How can I get a refund?

Unfortunately, we are not in the position to support you with filing this type of claims. We apologise for this inconvenience and we suggest referring to the hotel directly or to the third-party provider for their policies on cancellation and refunds.

5. When will the next edition of the European IPF Patient Summit take place? Do I need to register again?

We are now in the process of trying and identifying alternative dates for the IPF Summit in 2021. We will keep you posted as soon as we have any news about it. If you wish to attend, you will be required to register once more.

6. Where can I find updates? What if I have any additional questions?

We are regularly updating the European IPF Patient Summit with new information. Please check back regularly and if you have any additional questions do not hesitate to contact us at info@ipfsummit.org.

7. I submitted an abstract that was accepted, what will happen now?

If you are one of the people who submitted an abstract and were accepted, we have sent you an email with details on next steps. If you have not received this email, please contact us at info@euipfsummit.org.