



CLEVELAND, OHIO 🎵 JULY 18-20, 2020

Tentatively Rescheduled

LIVING RARE, LIVING STRONGER NORD PATIENT AND FAMILY FORUM

Tentatively rescheduled for July 18-20, 2020

FREQUENTLY ASKED QUESTIONS

I already registered for the Living Rare Forum and now plan to attend in July. Is there anything I need to do at this time?

No. If you have already registered, you are all set.

Will the Living Rare Forum still take place in Cleveland? Are there now venue changes to be aware of?

As planned, the Living Rare, Living Stronger Patient and Family Forum will be held at the Renaissance Cleveland Hotel and the Rare Impact Awards will be presented at the Rock and Roll Hall of Fame.

I want to attend NORD's Living Rare, Living Stronger Patient and Family Forum in July, but what if there are still travel and gathering bans in place at that time?

As news emerges from the coronavirus pandemic and with the health and safety of our community in mind, NORD will continue to evaluate plans for the 2020 Living Rare, Living Stronger Patient and Family Forum featuring the Rare Impact Awards to determine our best course of action. It is our hope that travel and gathering bans will be lifted well before our new dates in July.

How will I know it is safe enough to travel by air in July?

We encourage you to review CDC's [travel notices](#) on a continuous basis.

I'd like to take advantage of early bird registration, but what if I end up affected by coronavirus after registering? Will I lose my registration fees?

Please refer to NORD's substitution and cancellation policies [outlined here](#).

Will you provide virtual sessions for those of us who are uncertain if we will be safe to travel in July?

At this time, our focus with the Living Rare Forum is still to bring the rare disease community together to meet and connect in person, and virtual sessions are not currently being planned.

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How will you keep us safe if the virus is still active?

NORD is working with the Renaissance Cleveland Hotel as well as the Rock and Roll Hall of Fame to make sure that frequently touched objects and surfaces are cleaned and disinfected frequently.

Additional hand sanitizer will be made available throughout both venues.

CDC does not recommend that people who are well wear a face mask for protection. Face masks should be used by people who show symptoms of COVID-19 to help prevent the spread of the disease. The use of face masks is crucial for health workers and people who are taking care of someone in close settings. NORD will not provide face masks at this time.

I'm not ready to commit right now. Can you extend the early bird deadline?

Early bird pricing for the Living Rare Forum has been extended to May 29th.

My job currently has a ban on travel until the end of May. If they extend it, can I get a full refund on my registration if I am unable to attend?

Please refer to NORD's substitution and cancellation policies [outlined here](#).

I was scheduled to participate as a speaker but will no longer be able to. Will there be an opportunity to present virtually?

Our speaker manager will be contacting speakers individually in the coming days.

I've already booked travel and/or hotel reservations. What should I do to reschedule plans? Please contact your travel providers (airline, etc.) and hotel directly.

I applied to receive a travel and lodging scholarship. What happens now?

All scholarship applications will be reconsidered for the July 18-20 Living rare Forum. You can expect an email from a member of our scholarship team with more information about the updated scholarship program and the option to remove your application from consideration.