## **VISTA 2025 CANCELLATION FAQ**

### **General**

### Why has VISTA 2025 been cancelled?

The Local Organising Committee (Egyptian Paralympic Committee) has taken the difficult decision to cancel VISTA 2025 due to unforeseen operational challenges which made it impossible to deliver the conference at an acceptable standard.

Please see the official press release for more details.

#### Registration refunds

#### Will I receive a full refund for my registration?

All registered participants will receive a refund of their registration fees and/or accommodation fees that were booked on the VISTA 2025 Registration Portal for the dates of **6 December to 11 December**. The Local Organising Committee is working to process these as quickly as possible and no later than 31 December 2025. Since most registration payments were made via international wire transfer, refunds cannot be processed automatically and will be issued manually. The Local Organising Committee will contact you individually for information if needed.

## When will refunds be processed?

Refunds will be initiated from 1 December 2025 and are due to be completed by 31 December 2025. **Please complete a Refund Request Form** to ensure your request and amount owing is accurately recorded. For any questions, contact registration@vista2025.net Please be prepared to provide confirmation of payment to validate your request.

# I paid for flights, accommodation and visas. Will the Local Organising Committee reimburse these costs?

The Local Organising Committee deeply sympathise with participants who personally financed their travel. However, the Local Organising Committee is unfortunately not able to reimburse independently booked expenses, including:

- Fliahts
- Accommodation (booked outside of the VISTA 2025 Registration Portal)
- Visa fees
- Ground transport
- Insurance
- Vaccinations
- Travel booked around VISTA (before or after the event)

#### We strongly encourage participants to:

- contact your travel insurance, if you have a provider, to claim back the expenses incurred
- contact airlines and accommodation providers directly to request waivers or goodwill refunds

- check if any payment method (credit card or bank) offers purchase protection
- check with your bank to see whether a wire transfer can be reversed or cancelled
- explore flexible change options for future travel dates

A customised airline cancellation notice can be provided on request to assist with airline refunds. Please email <a href="mailto:registration@vista2025.net">registration@vista2025.net</a>

#### I don't have travel insurance and cannot afford this loss. What can I do?

We understand this situation is extremely difficult. We recommend:

- contacting your airline and hotel and referencing the official cancellation notice
- asking for escalation to a supervisor for goodwill consideration
- requesting refunds because of "event cancellation by organiser/force majeure"

#### **Abstracts and Scientific Programme**

#### What will happen to accepted abstracts?

All accepted abstracts will be recognised by the IPC. Further guidance will be communicated directly to authors at the earliest opportunity.

#### Will there be an alternative scientific forum?

The IPC Scientific Group is exploring options for an alternative online platform to showcase and preserve the scientific work submitted for VISTA 2025. Details will follow in due course.

#### Will VISTA return in the future?

Yes. The VISTA Scientific Conference remains a cornerstone of IPC's scientific strategy and the IPC is committed to delivering future editions with Local Organising Committees that reflect the highest standards of Para sport science.

The IPC has already received several expressions of interest for VISTA 2027 and VISTA 2029 with the closing dates for bids 30 April 2026.

#### Who should I contact for further information?

For any questions regarding the cancellation, please contact: <a href="mailto:registration@vista2025.net">registration@vista2025.net</a>

Please allow up to 72 hours for a response as the Local Organising Committee are managing a high volume of enquiries.

