



PRESENTED BY

**NORTHROP GRUMMAN**

Foundation



## Frequently Asked Questions

Updated: 3/17/2020

**Q. How do I request a refund for VEX Worlds registration fees?**

A. Please email [support@robotevents.com](mailto:support@robotevents.com) with the payee's information, team number, and order number to request a refund prior to October 1, 2020. Our Accounting Department will be processing refunds requests in the order that they are received. As you can imagine, they are receiving a high volume of requests at this time, so please be patient with your refund request.

**(If you paid with a credit card, please do not dispute the charge when requesting your refund. This will delay your refund process significantly.)**

**Q. How do I request a refund for Kentucky Kingdom tickets?**

A. Please email [support@robotevents.com](mailto:support@robotevents.com) with the payee's information, team number, and order number to request a refund prior to October 1, 2020. Our Accounting Department will be processing refunds requests in the order that they are received. As you can imagine, they are receiving a high volume of requests at this time, so please be patient with your refund request.

**(If you paid with a credit card, please do not dispute the charge when requesting your refund. This will delay your refund process significantly.)**

**Q. Can the REC Foundation credit my account for future registration fees rather than issuing a refund?**

A. We are investigating all options at this time and expect to have an update by next week.

**Q. How do I cancel my hotel reservations?**

A. Over the next few weeks, hotel rooms booked through the REC Foundation will be released automatically by the hotel. There will be NO penalties on the cancelations for teams that booked through us. If you did not book in the REC Foundation's official hotel block, we encourage that you reach out directly to the hotel as soon as possible. Please contact [support@robotevents.com](mailto:support@robotevents.com) for help canceling hotel reservations made through the REC Foundation.

**Q. When will the new game be released?**

A. We do not have any information regarding an early game release at this time. The REC Foundation and VEX Robotics are currently working on the game release for next season and will announce the date, time, and location of the release to all teams at a later date.

**Q. Why can't you just postpone to another date?**

A. We assure you that VEX Robotics and the REC Foundation tried everything possible to make VEX Worlds happen, but the safety of the community comes first. The logistics of an event this size make it impractical and almost impossible to reschedule. We know many of you are very disappointed to hear this, and so are we.

**Q. Can we still buy t-shirts online for the event?**

A. Yes. Apparel is still for sale at <https://store.finedesigns.com/southerngreatlakes/vex.html>

**Q. Will you send the teams that qualified something to commemorate that they qualified?**

A. We are working on a way to recognize all the teams that qualified for VEX Worlds. Information will be released once a decision on how to commemorate teams has been made.

**Q. Why was Worlds canceled?**

A. The decision to cancel worlds has been made based on guidance from the World Health Organization, the Centers for Disease Control and state and local health officials, as well as the declaration of states of emergency across many states/countries, the ever-expanding travel restrictions for schools, and in light of developments over the last few weeks.

**Q. Is the Canada Cup in May still taking place?**

A. The situation is currently being monitored and a decision will be made closer to the event date. New information regarding this event will be posted to <https://www.robotevents.com/robot-competitions/vex-robotics-competition/RE-VRC-20-1218.html> by the event organizers.

**Q. Is the CREATE US Open canceled?**

A. The CREATE US Open has been canceled. More information can be found here: <http://create-found.org/USO-StatusUpdate.php>. Questions regarding the CREATE US Open can be emailed to [Support@CREATE-Found.org](mailto:Support@CREATE-Found.org).

**Q. Will the World Skills Standings remain open for the remainder of the 2019-2020 season? And can Skills Scores still be recorded?**

A. As of March 16, the World Skills Standings will stop updating.