

Notice of Cancellation for ICServ2020 in March

Dear Contributors:

ICServ2020 (March 13–15, 2020) is cancelled owing to the potential infection from coronavirus.

This decision to cancel was made by the Board of the Society for Serviceology. We apologize for any inconvenience this cancellation may cause.

Please note the following issues:

1. We have already compiled the proceedings of ICServ2020. Selected full papers have been published in Springer CCIS book series (vol. 1189, see <https://www.springer.com/gp/book/9789811531170>). The paper books will be shipped to the registered participants' addresses soon. Extended abstracts will be included in the conference proceedings in the PDF format, and only the registered participants will be able to download it from the website. The access information will be informed later. The publication of the proceedings will substitute the oral presentations that were to be delivered in the conference. Thus, the organizing committee will send a certificate of participation to every registered participant.
2. The registration fee will not be refunded because the conference has been prepared for a long time by the organizing committee and the research presentations of the conference will be made in the form of the publication of the proceedings. However, the fees for the reception, lunch and gala dinner, etc. will be refunded (6,500JPY). The refunding procedure will be also informed later. The organizing committee will send a receipt of the registration fee excluding the refund to every registered participant.
3. The best papers in ICServ2020 will be selected for ISSIP ICServ Best Paper Award. The award winners will be announced by early April.

Please go through all the information to be provided on the website or in the e-mails by the Society for Serviceology.

Thank you very much for your understanding.

President, Society for Serviceology
General Conference Chair
Steering Committee