



Neuroblastoma Parent Symposium 2025

 By Solving Kids' Cancer UK

Frequently asked questions (FAQs)

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Information for all delegates

Can I watch presentations after the event?

Yes, presentations delivered as part of the main programme will be recorded and made available to watch after the event. If you have registered to attend, you will be notified via email when presentation recordings are available to watch online.

My understanding of English is limited, will I understand the event content?

If you are watching the event online, you can turn on Zoom's closed captions and select subtitles in different languages. Closed captions are provided for the convenience of those seeking their support but please note, because closed captions are automatically generated, they may contain errors, including in relation to medical terminology.

We cannot accept responsibility for the accuracy, reliability, or performance of Zoom's closed caption service nor the limitations provided by the service, such as the inability to translate or transcribe specific words.

My requirements have changed since I booked, what do I need to do?

Please email marie@solvingkidscancer.org.uk in the first instance and we will work with you to accommodate changes as best possible.

Information for online delegates

How can I view the event online?

The first thing you need to do is register to attend for the event. Then a week prior to the event, you will be emailed a Zoom link that is unique to you. Reminders will also be sent out one day and one hour prior to the event programme starting.

Can I ask the speakers questions?

Yes, there will be opportunity through the Q&A functionality to ask a question. It will not be possible to ask questions on camera.

If an online delegate has asked a question you also wish to ask, you can “upvote” this instead of also asking the same question.

Session moderators will always try their best to get through all delegate questions, but it may not always be possible depending on the volume of questions and the time available.

Can I interact with other attendees?

The event will be delivered in a Zoom webinar format and so you will be able to see the speaker and their slides only. You will be able to send a message to the SKC UK host if you are having difficulties but not to other online delegates, unfortunately.

Are subtitles in different languages available?

Yes, this is possible through Zoom’s closed caption service.

You can switch this on by clicking on the ‘CC button’ at the bottom of the Zoom webinar screen.

Closed captions are provided for the convenience of those seeking their support but please note, because closed captions are automatically generated, they may contain errors, including in relation to medical terminology.

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