



March 11, 2020

On behalf of the AWCI Board of Directors and CISCA Board of Directors, the decision has been made to cancel AWCI's Convention & INTEX Expo 20 and CISCA's Convention & INTEX Expo 20 scheduled for March 23-26 in Las Vegas due to concerns related to coronavirus (COVID-19).

This was not an easy decision for our respective organizations. However, it is our obligation to do what is in the best interests of all attendees and our staff. As we have all been following the news surrounding coronavirus, it is changing hourly with local and state governments issuing safety declarations, airlines cancelling flights, and large events such as conferences and sporting events being cancelled. Many exhibitors have already informed us that their companies have stopped all employee travel and that they would not be sending anyone to INTEX Expo 20.

This is an unprecedented situation for our organizations, but we wanted to inform you as soon as a decision was made and provide you with the following essential information.

For AWCI attendees, registrations paid will be refunded back to the original form of payment within 90 days. For CISCA attendees, CISCA will be in contact within 30 days.

As Attendees, these are your immediate next steps:

1. **Cancel your hotel room** at Paris Las Vegas **within 72 hours prior to your arrival date** to receive a refund of your room deposit. To do so, choose the "modify/manage reservation" option on your original confirmation email or call (877) 603.4389.

If your rooms were booked through CISCA, please contact Shirley Wodynski at [Shirley.Wodynski@cisca.org](mailto:Shirley.Wodynski@cisca.org).

2. **Call your airline.** Most airlines are waiving change fees and allowing you to either rebook your ticket for a future flight or providing a voucher for the full amount of the ticket for a future booking. Here's a list of main airline numbers:

American Airlines (800) 433.7300  
Delta Airlines (800) 221.1212

Frontier Airlines (800) 432.1359  
Southwest Airlines (800) 435-9792  
United Airlines (800) 241-6422

We ask that you are patient as AWCI and CISCA work through unravelling what has been a year in the making to plan. We appreciate your understanding.

If you have any questions, please contact Karen Bilak at [bilak@awci.org](mailto:bilak@awci.org) or Shirley Wodynski at [Shirley.Wodynski@cisca.org](mailto:Shirley.Wodynski@cisca.org).

Sincerely,

Michael F. Stark  
AWCI Executive Vice President & CEO

Shirley Wodynski  
CISCA Executive Director