



March 11, 2020

On behalf of the AWCI Board of Directors and CISCA Board of Directors, the decision has been made to cancel INTEX Expo 20 scheduled for March 25-26 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.

Exhibitor booth fees and sponsorship dollars will automatically be transferred to INTEX Expo 2021, April 13-14 in New Orleans. Priority points will remain the same as they were going into the 2020 show. Registrations paid will be refunded back to the original form of payment within 90 days. Additionally all exhibitors will receive a list of registered contractors with mailing addresses within a week.

As Exhibitors, 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.

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

3. **Contact GES** Customer Service for return of your booth shipment if it has already been delivered or is in transit or to cancel carpet, furniture or cleaning at (800) 801.7648.
4. **Contact Spargo** to cancel your lead retrieval device (if ordered) at directlead@spargoinc.com or (703) 995.1800.
5. **Contact Encore** to cancel any audio-visual, booth Internet, rigging, telecommunications or electrical needs that may have been ordered at ballys@encore.com or (702) 967.4154.
6. **Contact Christie's Photographic Solutions** if you ordered photography at photos@christiesphotographic.com; or (702) 638-2711.
7. **Contact Las Vegas Convention Plants** if you ordered floral at www.lasvegasconventionplants.com or (702) 255.8862.
8. **Contact AppleOne - Temporary Staffing** if you ordered temp help at <https://www.appleone.com> or (702) 361-4121.

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 Samantha Riemer at riemer@awci.org.

Sincerely,

Michael F. Stark
AWCI Executive Vice President & CEO

Shirley Wodynski
CISCA Executive Director