



ITS World Congress October Changes Frequently Asked Questions

<u>General Questions</u>	<u>Show Management Response</u>
What is happening with the event?	We are pivoting directions with ITS World Congress, launching a Virtual Education Event Series this September 2020. We are no longer hosting a face to face event this year in October in Los Angeles, due to COVID-19 implications. We are excited to announce that ITS America 2021 (the ITSA Annual Meeting) will take place May 17-20, 2021 in Atlanta, Georgia and plans are progressing well for the 2021 event. Visit https://www.itsworldcongress2020.com/en-us/announcing-atlanta-2021.html for more information.
Who can I speak to for a press statement ?	All media requests can be directed to ITS America Events, Reed Exhibitions Jaime McAuley (914) 419-3400 jmcauley@reedexpo.com ITSA Cathy St. Denis cstdenis@itsa.org
GENERAL STATEMENT	We will be reaching out to exhibitors over the next few days to discuss options for their ITS World Congress 2020 contract. There will be an option to rollover 100% of their contract and deposits over to the ITS America 2021 event, taking place May 17-20 at the Georgia World Convention Center in Atlanta, GA - which is highly encouraged. If an exhibitor is unable to participate in or commit to the ITS America 2021 event at this time, we will be providing a full refund on \$ paid.
<u>Credit Questions</u>	<u>Show Management Response</u>
EXHIBITOR CREDIT	Thank you for reaching out. We are unable to host the face to face ITS World Congress this fall, October 4-8, 2020 due to COVID-19 implications. Our entire team understands the hardship this may cause for our customers but we are committed to bring the industry together next year, May 17-21 in Atlanta, GA for the ITS America 2021 event (ITSA annual meeting). We're encouraging all amounts paid for exhibit space or sponsorship to date for the ITS World Congress 2020 to be rolled over towards participation ITS America 2021 in Atlanta Georgia next May. We will be crediting/refunding any price differential to exhibitors. If you have any questions or would like to discuss your options further, please reach out to Carly DiVito at carly@corcexpo.com re exhibit space. We greatly appreciate your business and look forward to seeing you at ITS America 2021. If you have any questions regarding your sponsorship or would like to discuss options further, please reach out to Tracy Mulligan at tmulligan@itsa.org or Kelly Alexis at kalexis@itsa.org .

<p>Additional FAQs re: exhibitors eligible for credits:</p>	<ul style="list-style-type: none"> - What amounts roll over? <ul style="list-style-type: none"> o You can roll over 100% of the amounts that you have paid to date for the October 2020 event to date. - If I pay any balance due for 2020, will I owe anything for ITS America 2021? <ul style="list-style-type: none"> o We will be providing the rates for ITS America 2021 in the next week or so. If there is a price differential, you will owe the difference. <p>What if I can't participate or I'm not sure about participation in the ITS America 2021 event?</p> <ul style="list-style-type: none"> • If an INDIVIDUAL company has A CONTRACT, regardless of payment, and they cannot participate in the 2021 event, that company is eligible for a full refund. • If a PAVILION has A CONTRACT, regardless of payment, and they cannot participate in the 2021 event, that pavilion is eligible for a full refund.
<p>If I booked my hotel through the official housing provider, how do I cancel my reservation?</p>	<p>If your reservation has been booked through the ITS World Congress official housing website; your reservation will be automatically canceled and you will receive an email notifying you of the cancellation.</p>
<p>How do I get refunded for the services I ordered through the General Service Contractor?</p>	<p>Please contact Freemans Exhibitor Services department: Customer Support Center at (888) 508-5054 Toll Free US and Canada or +1 (817) 607-5000 Local and International</p>
<p>What if I have already booked my flight?</p>	<p>Airline Change Fee Waivers</p> <p>We understand that the COVID-19 virus may create travel challenges for our customers. Currently, many airlines are waiving change fees for new and previously booked travel.</p> <p>We have provided links to the change fee waiver statements of the major US carriers below. We encourage you to check their website to confirm you have the most up to date information for your airline. Please note that the change fee waiver typically allows tickets to be re-booked for future travel with that airline waiving any change fees; the ticketholder is still responsible for any cost difference of the future fair.</p> <p>Airline Change Fee Waiver Weblinks American Airlines - https://www.aa.com/i18n/travel-info/travel-alerts.jsp Delta Air Lines - https://www.delta.com/us/en/advisories/other-alerts/coronavirus-travel-updates JetBlue Airways - https://www.jetblue.com/travel-alerts Southwest Airlines - https://www.southwest.com/html/generated/help/faqs/no_change_fee_faq.html United Airlines - https://www.united.com/ual/en/us/fly/travel/notices.html</p>
<p><u>Attendee Refund Questions</u></p>	<p><u>Show Management Response</u></p>
<p>Conference, Education or Expo</p>	<p>Thank you for reaching out. As ITS World Congress 2020 can no longer occur as a face-to-face; in-person event. Our entire team is disappointed and truly understand the hardship this may cause for our customers. We will be launching a Virtual Education Event Series September 2020 that will cover a lot of the topics and themes that were to be presented at ITS World Congress this fall. We will be sending more information about the ITS Virtual Education Event Series in the next few weeks and we are committed to ensuring relevant and thought-provoking content to be delivered this fall.</p>

	<p>All amounts paid to attend ITS World Congress 2020 to date will be refunded over the next week or two.</p> <p>If you have any questions or would like to discuss your options further, please contact customer service at ITSA@experient-inc.com or call toll free at 800-424-5249. For international inquiries, please call 847-996-5829. Thank you!</p>
<p><i>How long will it take to process a refund?</i></p>	<ul style="list-style-type: none"> - Show Management will grant refunds to all Visitors that have purchased a registration for ITS World Congress - Where a refund is processed: <ul style="list-style-type: none"> o Attendee will receive a <u>confirmation from Experient</u> (registration management company) of their refund. o Refunds may take up to 30 days.
<p>If I booked my hotel through the official housing provider, how do I cancel my reservation?</p>	<ul style="list-style-type: none"> - If your reservation has been booked through the ITS World Congress official housing website; your reservation will be automatically canceled and you will receive an email notifying you of the cancellation.
<p>What if I have already booked my flight?</p>	<p>Airline Change Fee Waivers</p> <p>We understand that the COVID-19 virus may create travel challenges for our customers. Currently, many airlines are waiving change fees for new and previously booked travel.</p> <p>We have provided links to the change fee waiver statements of the major US carriers below. We encourage you to check their website to confirm you have the most up to date information for your airline. Please note that the change fee waiver typically allows tickets to be re-booked for future travel with that airline waiving any change fees; the ticketholder is still responsible for any cost difference of the future fair.</p> <p>Airline Change Fee Waiver Weblinks American Airlines - https://www.aa.com/i18n/travel-info/travel-alerts.jsp Delta Air Lines - https://www.delta.com/us/en/advisories/other-alerts/coronavirus-travel-updates JetBlue Airways - https://www.jetblue.com/travel-alerts Southwest Airlines - https://www.southwest.com/html/generated/help/faqs/no_change_fee_faq.html United Airlines - https://www.united.com/ual/en/us/fly/travel/notices.html</p>