Frequently Asked Questions RE: Cancellation of Conference

Q: As a sponsor, if we cannot attend the show with the new dates and we do not wish to sponsor, can I get a full refund?

A: Yes, we will refund you using the means it was processed in the coming 30 days.

Q: As an attendee, if I already registered for the conference dates in April, will my registration automatically roll over to October or do I need to register again?

A: You do not need to register again. Your registration will roll over to October.

Q: As an attendee, I registered for the ABAA conference in April but I cannot attend in October. What are my cancellation options?

A: Get a refund – If you are unable to attend the ABAA conference this October, please contact our accounting department (finance@airbarrier.org) by Friday April 17th to receive a full refund.

Q: I'm currently scheduled to exhibit at the conference. With the postponed event, will my booth space remain the same?

A: Yes, while the date of the conference and exposition has been postponed, the intent is the floorplan and layout for the event will remain.

Q: I'm currently scheduled to exhibit at the conference. With the postponed event, do I have to re-order my items with Shepherd, or can I roll the order to the new show dates?

A: Shepherd's customer service team will reach out to you directly and communicate with all exhibitors the process of discussing refundable items and logistics of returning any materials they may have already received. Exhibitors will be offered the option to cancel their order or move it to the new show dates. If any exhibitor materials have been received in their warehouse, exhibitors will need to have their materials picked up, as such they would incur discounted material handling services (50%).

Q: How are refunds being handled for Exhibit Space?

A: Get a refund – If you are unable to attend the ABAA conference this October, please contact our accounting department (finance@airbarrier.org) by Friday, April 17th to receive a full refund.

Q: As a sponsor, can I keep my sponsorship spot for the when the new conference dates?

A: Yes, we will proceed with you as a sponsor for the re-scheduled dates.

Q: If I booked my accommodations with the Hyatt Regency through the room block, do I need to cancel my reservation?

A: The reservations department will cancel all reservations that are in the hotel block. No action is required from attendees to process the cancellation.

Q: Can I book my hotel accommodations for the show in October?

A: Yes. Here is the link: https://www.hyatt.com/en-US/group-booking/RESTO/G-AABA