



FAQs

Updated 5/12/2020

The Water Environment Federation (WEF) knows there is a lot of uncertainty in the world today due to coronavirus. WEF always prioritizes the health and safety of everyone at our events, including WEFTEC. As we face the coronavirus pandemic, WEF staff is meeting daily and closely monitoring news from the Centers for Disease Control and Prevention (CDC), World Health Organization (WHO), and state and local health authorities. We are also in contact with the New Orleans Morial Convention Center and the New Orleans Convention and Visitors Bureau. We maintain the latest information and resources at www.wef.org/coronavirus.

On April 28, WEF President Jackie Jarrell, and WEF Executive Director Walt Marlowe announced in a [WEFTEC 2020 Coronavirus Update Post](#) that “WEFTEC, WEF’s flagship event scheduled for October 3 to 7, 2020, in New Orleans, is a critical way that our community comes together to connect water professionals, enrich their expertise, increase the awareness of the value of water, and provide a platform for water sector innovation. We know that coronavirus is having a profound impact on all of you and the timeline for recovery is uncertain. **But during these challenging times it is vital that our sector continues to learn and engage, and WEF will hold WEFTEC this year, whether in hybrid form with both in-person activities and online components or as a full virtual event.**”

You probably have some questions regarding your participation in WEFTEC 2020. We have put together the FAQs below to help answer your questions.

1. What will the hybrid/virtual exhibitor showcase look like?

Exhibitor offerings will be available with a range of components including custom branding, lead collection, product photos, video, matchmaking, meetings, and exhibitor presentation options. We will be scheduling a demo to give you a better idea of everything available.

2. What are the details of the hybrid/virtual exhibitor showcase packages?

WEF expects to be able to provide details about package availability and pricing by June 2.

3. By what date will WEF decide to cancel the in-person component of WEFTEC?

A decision to cancel the in-person portion would be made no later than 10 to 12 weeks before the event (July). Decisions about the in-person portion will be driven by CDC guidance, federal and state regulations and/or restrictions on gatherings, and whether the convention center and hotels are available for our use. We understand that the earlier the decision can be made, the better exhibitors and WEF can control costs and financial exposure. WEF will continue to monitor the evolving situation and make the best decision as early as possible. WEF knows how important WEFTEC is to our industry. However, we will always put our attendees’ and partners’ health and safety as the top priority.

4. What if WEF cancels WEFTEC's in-person component? Do I receive a refund?

In accordance with the [Exhibitor License Agreement](#), if WEFTEC is cancelled then WEF will refund exhibitor booth space payments, less any share of expenses that WEF pays in connection with producing WEFTEC. How much WEF will retain depends on the amount of the actual expenses incurred but will be no greater than 10% of exhibitor booth fees

5. Can the refund from the in-person component cancellation be transferred to the WEFTEC 2020 hybrid/virtual event or WEFTEC 2021?

Yes, exhibitors will have the option of transferring this refund toward the 2020 hybrid/virtual event or WEFTEC 2021.

6. What if travel restrictions prevent my company from exhibiting at WEFTEC?

The pandemic has created varying types of travel restrictions. If the travel restriction is a federal government mandate (by US government or an international government not allowing travel to/from the US and/or the country of the exhibitor), WEF will allow the exhibitor to cancel and receive a refund of booth space fees paid, or apply the credit towards WEFTEC 2021 booth space purchase.

If the travel restriction is a company-imposed travel ban, then cancellation penalties (see #7 below) would apply.

If the travel restriction is made by the personal choice of the exhibitor, then cancellation penalties (see #7 below) would apply.

7. I need to cancel or reduce my booth space. What is the penalty?

WEF has extended the deadline by which exhibitors can cancel at the 10% penalty to June 30. This extension gives exhibitors more time to assess their plans. Contract terms with the extended deadline include:

- Exhibitor shall provide WEF with a written notice of the space cancellation. Cancellations are not effective until received by WEF in writing. Written cancellations may be sent by e-mail to weftcsales@wef.org.
- Exhibitors who provide a written cancellation after January 31, 2020, but on or before June 30, 2020, will be liable for liquidated damages equal to 10% of the total contracted booth space fee; any fees paid that exceed the amount of liquidated damages due will be refunded.
- Exhibitors who provide written cancellation after June 30, but prior to October 4, 2020, will be liable for liquidated damages equal to 100% of the total contracted booth space fee, unless the Exhibition is sold out and in the sole judgment of WEF the space can be reassigned, in which case the Exhibitor will pay 50% of the total contracted booth space fee as liquidated damages.
- Exhibitors who do not claim their space or for which special arrangements have not been made by 4:00 pm on Sunday, October 4, 2020, will forfeit the space and pay as liquidated damages 100% of the total contracted booth space fee.

Reduction of Space

If the Exhibitor reduces the space reserved, the cancellation clauses will apply to that portion of the space cancelled.

8. If I do not exhibit at WEFTEC 2020, can I participate in WEFTEC 2021 space selection in October?

No. Only exhibitors who participate in the in-person or online exhibit component may participate in WEFTEC 2021 space selection. If an exhibitor does not exhibit at WEFTEC 2020, the exhibitor must wait until second advance round to select their exhibit space. WEF is contingency planning for both an in-person and virtual WEFTEC 2021 booth space selection process this fall.

9. How do Priority Points Work?

- Exhibitors who exhibit in-person will earn 1 point as they normally would.
- Exhibitors who participate in the hybrid or online exhibit component will earn 1 priority point
- Exhibitors who cancel will not earn points. Exhibitors only lose points if this is their second consecutive year not exhibiting.

10. My company is having cash flow issues, and we need more time to pay for our space.

We understand that the pandemic has affected many businesses in a very sudden way. If your company needs additional time to pay, please contact us at weftecsales@wef.org to set up a payment plan. We are happy to work with our partners during this trying time. We recommend that you plan to have your payments completed by August 1 so that you can place service orders before the discount deadlines and save money.

11. What are the Registration Dates?

WEFTEC attendee registration for the event in New Orleans opened May 5. Exhibitor badge registration and access to the 2020 attendee list opens June 2. Hybrid events registration for attendees will be added to the WEFTEC attendee registration portal in June.

12. Where Can I Find the Latest Updates about WEFTEC?

WEF Events Coronavirus page: <https://www.weftec.org/weftec-2020-coronavirus-update/>

To view updates shared with WEFTEC exhibitors, view our email communication log here: <https://www.weftec.org/exhibit/exhibitor-toolkit/links-articles/>

Staff Contacts

The WEF Exhibitions team remains at your service during this challenging time. Please reach out with any questions or concerns. We welcome the opportunity to hear from you and learn about what is happening in your organization, too. Stay well, and we look forward to having you a part of WEFTEC this year, whether it be in-person or online.

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