

We have created this FAQ list to help you prepare for IAAPA Expo and to understand the steps we have put in place this year.



IAAPA Expo

The Global Attractions Industry's Premier Event

Orlando, FL, US

Conference: November 15-18

Trade Show: November 16-19

Dear IAAPA Expo 2021 Exhibitor,

As the world continues to move forward and works through the ongoing impact of the global pandemic, IAAPA is here for you. We know recovery does not take place overnight, and we understand the global attractions industry is at many different stages of this recovery. Most importantly, we also know it is more important than ever to come together. To meet. To share. To discuss. To sell. To buy. And to look ahead.

It is time to return to Orlando, Florida and we are ready to host **IAAPA Expo**. We are focused on providing a safe environment for attendees, exhibitors, and our team at the Orange County Convention Center, and we have developed a comprehensive plan to ensure a safe and successful in-person IAAPA Expo 2021.

We have created this Frequently Asked Questions list to help you prepare for IAAPA Expo and to understand the steps we have put in place this year.

Frequently Asked Questions:

1. What is the status of IAAPA Expo 2021?

IAAPA Expo 2021 is moving forward. In addition to the vibrant trade show floor, which

will once again occupy the North and South buildings at the Orange County Convention Center, the Expo will also have a comprehensive education conference, EDUTours and programs and many networking opportunities and special events.

We meet regularly with the Orange County Convention Center (OCCC). To date, the OCCC has hosted more than 100 successful events in 2021 and has 50 additional conferences and conventions scheduled through the end of the year. The OCCC team, and all our partner vendors, local hotels and area businesses are eager to again welcome and support IAAPA exhibitors and attendees to Orlando, and to provide the safe, quality, and successful experience they are known for.

We cannot speak for the status of other trade or regional events around the U.S. We are in Orlando and focused on Orlando. Decisions about other events does not impact IAAPA Expo.

While none of us can predict the future, we are confident are in our plan, and in our partners. If changes to the execution of IAAPA Expo need to be made, we will communicate with you directly, as soon as possible.

2. What health and safety guidelines is IAAPA taking to protect attendees/exhibitors at the Expo against the COVID 19 pandemic?

The health and safety of our exhibitors, attendees and team is our number-one priority. IAAPA is working closely with the OCCC and local health authorities and has developed a comprehensive plan for a safe and successful IAAPA Expo 2021 that meets current recommendations for safe meetings and gatherings. The current health and safety guidelines are on IAAPA's website [here](#).

3. Where can I find the most updated travel and visa information to the United States and Florida?

We encourage all international exhibitors to contact their country's embassy for the most up to date information. For travel within the United States, we encourage you to visit your state's Department of Health website.

4. I am unable to travel to the United States past the dates of IAAPA Expo, am I eligible for a refund?

While we want to see all our exhibitors at IAAPA Expo, we understand there may be some issues with travel. If you are unable to exhibit because of travel restrictions from your country to and from the United States, please email the [Global Sales Team](#) with written proof of an official announcement from a government website or local embassy, along with your request to transfer your paid amount to IAAPA Expo 2022, or for a refund.

5. Our company does not feel comfortable traveling to Florida from another state, and we want to cancel. What are my options?

Florida is open and accessible to people traveling within the United States. Any change to currently contracted booth size or cancellation of space must be submitted in writing to IAAPA. Financial penalties will be assessed based on the cancellation date as stated in Section 6 of the IAAPA Expo Exhibit Space Terms & Conditions. Download the full contract [here](#).

6. What documentation do I need to provide IAAPA to cancel or downsize my booth?

Email the [Global Sales Team](#) with written proof of an official announcement from a

government website or local embassy, along with your request transfer your paid amount to IAAPA Expo 2022 in Orlando, or for a refund.

7. What options does IAAPA provide if an exhibitor is not able to travel but still wants to participate in the Expo and keep their booth space?

IAAPA understands some exhibiting companies will not be able to send company staff to Orlando. There are several options available to still have a presence at IAAPA Expo 2021.

IAAPA has partnered with the International Exhibitor Rep Program (IERP) which provides local personnel who are professionally trained in exhibit sales, marketing and/or trade show management. IERP can work with your team to ensure they have information needed to represent your company on-site at IAAPA Expo. They will partner with you so that they can fully represent your brand and your product/service and provide you with qualified, important sales leads from the Expo. Learn more and [sign-up here](#).

New this year, IAAPA Expo will include a virtual experience coupled with the live, in-person event. Through the online portal, exhibitors can take part in business matching, network with global decision makers and showcase their product/service online to help expand their reach beyond the traditional Expo. The new Digital Pass program also allows exhibitors to message and make appointments with in-person and virtual attendees. [Learn more](#).

8. If IAAPA Expo does take place and attendance is much less compared to previous years, what accommodation will IAAPA offer exhibitors?

IAAPA's goal has always been to provide all exhibitors with a successful show. We are tracking registration numbers closely and as of 13 Aug, registration numbers are tracking well, and the domestic buyer (U.S) numbers are solid.

Our marketing campaign is fully underway, and we continue to target potential new industry audiences and constituencies. With the creation of the Digital Pass, we have also developed a way for in-person exhibitors to communicate with virtual attendees. This option is a great way to make brand-new leads, as it opens doors to potential attendees who have never been able to have access to an IAAPA Expo before. The Digital Pass allows you to message and make appointments with both in-person and virtual attendees. [Learn more](#).

Exhibitors are also given guest passes to invite customers and leads to attend IAAPA Expo. There is no cost to exhibitors, or their guests and we encourage all exhibitors to make use of their passes.

None of us can predict the future, and we understand our industry – all of us – are still working through unprecedented times. That is why it is more important than ever to come together again. The time to restart and to move forward is now.

9. Will I lose my seniority ranking if I cancel my participation at the IAAPA Expo?

Your seniority rank could be affected. Only exhibitors that participate in IAAPA Expo 2021 will receive priority points/seniority for exhibiting years.

10 Will I lose my global exhibitor status and discount if I cancel my participation at the Expo?

No, you will not lose your global exhibitor status, however your discount will not be rolled over to 2022. You will have to exhibit at IAAPA Expo Asia, IAAPA Expo Europe and IAAPA Expo in 2022 to qualify for the 2022 discount.

11 What happens if my visa application is declined, and I must cancel my booth?

Email the [Global Sales Team](#) with written proof of your visa application denial along with your request to transfer your paid amount to IAAPA Expo 2022 or for a refund.

12 Can I roll-over or move my funds from IAAPA Expo 2021 to 2022?

Yes – eligible exhibitors that provide proof of a government travel restriction or a declined visa can roll over their deposits to IAAPA Expo 2022. IAAPA membership fees are non-refundable and non-transferrable to 2022.

13 I am a sponsor of IAAPA Expo. Who may I contact with any questions or concerns about my investment?

Sponsorship commitments are not cancellable, and please note we will work individually to assist all sponsors based on their needs and situations. Please contact Emily Popovich at Sponsorship@IAAPA.org

14 If I cancel and transfer my deposit to IAAPA Expo 2022, do I keep the same booth location that I had?

Regretfully, no. IAAPA will be completing a completely new space allocation in 2022 for IAAPA Expo 2022 exhibit spaces.

15 If I cancel and transfer my deposit to IAAPA Expo 2022, do I keep the same exhibit rates?

No. New exhibit space rates will be announced in November 2021, and typically increase year over year.

16 If I keep my booth reservation and the event is cancelled after I shipped my products to Orlando because of the shipping deadline, will IAAPA cover the cost?

Unfortunately, IAAPA cannot reimburse exhibitors for any shipping expenses. In the case of show postponement/cancellation, please work with your shipping provider regarding any costs you have incurred.

17 If I keep my booth reservation and the event is cancelled, what will happen with my money paid?

Should the event be reconsidered, IAAPA Leadership will make an assessment on transfers and any incurred IAAPA expenses when determining exhibitor refunds.

18 Who should I contact with any questions?

[Booth Sales](#)
[Sponsorship Sales](#)
[Advertising Sales](#)
