The CGA 811 Excavation Safety Conference & Expo is scheduled to proceed as planned. Unless a travel ban is instituted or the Palm Springs Convention Center closes, we will not cancel the CGA 811 Excavation Safety Conference & Expo. We are certain that, as an exhibitor, you have some serious questions and concerns regarding the COVID-19 health scare and our response to it. Our hope is to be as transparent as possible and share what we are doing in preparation for the CGA 811 Excavation Safety Conference & Expo. If you have not yet read our response to attendees, you can access it here: [na.eventscloud.com/ehome/472554/travel-update/](https://na.eventscloud.com/ehome/472554/travel-update/). I am not going to repeat the facts cited in this response supporting our decisions, but I do encourage you to read it for yourself.

The goal when faced with a public health concern like COVID-19, is to be guided by expert information grounded in scientific and medical data and sourced from public health and government authorities. Based on this expert guidance, we intend to stay the course and look forward to welcoming you and the rest of our attendees to the CGA 811 Excavation Safety Conference & Expo, March 24-26, in beautiful Palm Springs, California.

We are taking steps to ensure the safety of our exhibitors and attendees:

1. We are closely monitoring developments and will take immediate action where needed, following guidance from the Centers for Disease Control, the World Health Organization, and local authorities
2. We, our onsite vendors and service providers, and the venue are assisting exhibitors and attendees in taking common-sense precautions:
   1. Providing hand sanitizer and antimicrobial wipes
   2. Stringent levels of cleanliness in high-traffic areas
   3. Reminder signage on prevention tactics
   4. A “no handshake” policy
3. We have emergency response plans in place with the Convention Center
4. We will release any emergency information or announcements during the event on the app.

Outside the health scare, there is the very real concern you have as an exhibitor as to the quality and effectiveness of the event given the COVID-19-related cancellations. Frankly, we have seen an increase in cancellations based on the health scare. As of yesterday, we received 90 cancellations due to COVID-19, but it is only reasonable to expect additional cancellations. The good new is that we continue to process new registrations, and our total numbers are still over 1,000. While attendance will be down, we still look forward to a very productive event. Seeing customers and prospects face-to-face, all in one place is invaluable.

Just as we are encouraging our attendees to make the difficult decision on participating in the event for themselves and their attendees, we encourage you to make that same decision based on what is best for you and your company. If you choose to cancel your participation, we certainly understand, but will not, regrettably, be able to offer any kind of refund. If you choose to carry on with us, you may not require all the staff you originally thought you might; we can help you there. Although exhibitor badges are normally non-refundable and non-transferrable, if you purchased\* additional Exhibitor/1 or Exhibitor/2 badges for the 2020 event, we are happy to allow you to roll those badges over to our 2021 event in Tampa. Exhibitor who paid to upgrade to a Full Conference badge can roll these registrations over with a $150 fee through today and a $350 fee beginning tomorrow.

If you have any additional questions we can answer regarding COVID-19, or anything else related you your exhibiting at the CGA 811 Excavation Safety Conference & Expo, please let us know. We’re here to help.

Don’t forget the exhibitor happy hour Thursday at 4:30. We look forward to seeing you there!

*\*Policy does not apply to badges included in booth purchase and applies to the 2020 event only.*