FAQs

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 attendees, exhibitors, vendors, and staff 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](http://www.wef.org/coronavirus).

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 happens if WEFTEC is postponed?**

As of now, WEFTEC dates have not changed, and we are still planning to hold WEFTEC October 3-7, 2020. If WEFTEC is rescheduled for alternate dates, we will notify all exhibitors immediately.

2. **What happens if WEFTEC is cancelled?**

In accordance with the [Exhibitor License Agreement](http://www.wef.org), 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.

3. **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 #4 below) would apply.

If the travel restriction is made by the personal choice of the exhibitor, then cancellation penalties (see #4 below) would apply.

4. **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 [weftecsales@wef.org](mailto:weftecsales@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.

5. By what date will WEF make the decision to cancel?

The difficult decision to cancel 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. We sincerely hope that we are all able to come together to share important knowledge and celebrate our industry in October. However, we will always put our attendees’ and partners’ health and safety as the top priority.

6. 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.

The WEF Exhibitions team remains at your service during this challenging time. Please do not hesitate to reach out with any questions or concerns.

Stay well and we look forward to seeing you at WEFTEC in October!

7. Staff Contacts

Sacha Carey  
Senior Director, Exhibitions & Advertising  
scarey@wef.org  
1-703-684-2434

Kate Hawley  
Senior Manager, Exhibition Sales  
khawley@wef.org  
1-703-684-2423

Stefanie Walter  
Director, Exhibition Operations  
swalter@wef.org  
1-703-684-2414

Jessica Dexter  
Manager, Exhibition Operations – Specialty Conferences  
jdexter@wef.org  
1-703-684-2446

Sarah Evans Moretti  
Manager, Exhibition Sales – Specialty Conferences  
smoretti@wef.org  
1-703-684-2466

Ronnetta Zack-Williams  
Coordinator, Sponsorships  
rzack-williams@wef.org  
1-703-684-2468