



**Reconnect.
Restart.
Reenergize.**

FOCUS
FORWARD
APARTMENTALIZE
McCormick Place
CHICAGO
AUG. 31 - SEPT. 2, 2021
Powered by NAA

Frequently Asked Questions for Exhibitors

- What is the refund policy if I cannot attend the new dates?**
NAA understands that there may be conflicts with the new dates. If you are no longer able to attend 2021 Apartmentalize, Exhibitors can cancel and receive a full refund (processed within 60-90 days), or receive a credit in the amount paid to be used on other NAA assets (i.e. advertising, partnerships, events or sponsorships).
- Will my booth be the same for the new dates?**
Yes. All booths reserved will be transferred to the new dates.
- Will my event sponsorships apply to the new dates?**
Yes. NAA is working on implementing all purchased event sponsorships and all signed sponsorship contracts will remain valid. NAA understands that there may be conflicts with the new dates. If you are no longer able to attend 2021 Apartmentalize, Sponsors can cancel and receive a full refund (processed within 60-90 days) or receive a credit in the amount paid to be used on other NAA assets (i.e. advertising, partnerships, events or sponsorships).
- Do I need to register for exhibitor full conference and/or booth personnel badges again?**
No, all registrations will be transferred to the new dates.
- Do I need to book new hotel rooms for the new dates?**
No. All hotel reservations made through Spargo, Inc. will automatically be transferred to the new dates, following the same date pattern that you originally booked. If you made hotel reservations directly with a hotel in Chicago, you are responsible for modifying or cancelling those reservations directly with the hotel.
- Will the Exhibitor Marketplace be updated with the new deadlines, including discount deadlines?**
Yes, we are currently working on this with NexxtShow and will communicate this with you as soon as it is updated.
- What are the new Exposition Move-in, Move-out and Show hours?**

Date	Time	Event	Location
Sunday, August 29	8 a.m. – 5 p.m.	Exhibitor Move-In - Target All 20'x20' (400 sq. ft.) or Larger ONLY plus Strategic, Premier and Champion Partners	Halls F1/F2
Monday, August 30	8 a.m. – 5 p.m.	Exhibitor Move-In – All	Halls F1/F2
	11 a.m. – 5 p.m.	Exhibitor Registration Open	McCormick Place South Building

Tuesday, August 31	8 a.m. – 12 p.m.	Exhibitor Move-In – All (must be show ready by 12 p.m.)	Halls F1/F2
	8 a.m. – 6 p.m.	Exhibitor Registration Open	McCormick Place South Building
	4:30 p.m. – 6 p.m.	Welcome Reception	Halls F1/F2
Wednesday, September 1	8 a.m. – 5 p.m.	Exhibitor Registration Open	McCormick Place South Building
	9:30 a.m. – 4:30 p.m.	NAA Exposition Open (with Lunch)	Halls F1/F2
Thursday, September 2	8 a.m. – 2 p.m.	Exhibitor Registration Open	McCormick Place South Building
	9:30 a.m. – 12:30 p.m.	NAA Exposition Open (with Lunch)	Halls F1/F2
	12:30 p.m. – 10 p.m.	Exhibitor Move-Out	Halls F1/F2
Friday, September 3	8 a.m. – 8 p.m.	Exhibitor Move-Out	Halls F1/F2

- I've already ordered services like electrical, rigging, catering, and Wi-Fi. Will I need to place new orders for the new dates?**
 No. All existing orders placed with NexxtShow will be automatically transferred to the new dates.
- Will exhibitors be refunded for hotel meeting space, event venue expenses or AV and food and beverage agreements for my planned events?**
 NAA is unable to provide refunds for any meeting space or event venue expenses you have contracted. Exhibitors are responsible for cancelling or transferring all related activities, including meeting or event space, to the new dates. Cancellation policies vary depending on the hotel or venue.
- Will exhibitors be refunded for airline tickets or other travel costs?**
 NAA is unable to provide refunds for personally booked travel expenses. In terms of air travel, many airlines are waiving change fees and updating their policies daily. Please work directly with your airline.

Postponed Policies:

NAA understands that there may be conflicts with the new dates. If you are no longer able to attend 2021 Apartmentalize, NAA has updated our policies for the following:

- NAA's 2021 Partners (Strategic, Premier, Champion, Industry & Supporting) who paid for their exhibit booths and event sponsorships with their customized credit may receive a full refund (processed within 60-90 days) for their cancellation, or receive a credit in the amount paid for use on another NAA asset (i.e. advertising, partnerships, events or sponsorships).
- 2021 Exhibitors may receive a full refund (processed within 60-90 days) for their cancellation, or receive a credit in the amount paid for us on another NAA asset (i.e. advertising, partnerships, events or sponsorships).
- All Exhibitor registration badges will be automatically transferred to the new Apartmentalize dates, August 31 – September 2. If that is not preferable, exhibitors may receive a full refund for their paid exhibitor full conference

and exhibitor booth personnel registrations. All cancellation requests must be submitted in writing to Spargo (NAA's Registration & Housing Bureau) at naaapartmentalizereg@spargoinc.com.

- All Exhibitor hotel rooms booked through NAA's Housing Bureau (Spargo) will be automatically transferred to the new Apartmentalize dates, August 31 – September 2. If that is not preferable, exhibitors may cancel hotel rooms by contacting Spargo at naaapartmentalizehousing@spargoinc.com.
- Event sponsorships will be automatically transferred to the new Apartmentalize dates, August 31 – September 2. If that is not preferable, Sponsors may receive a full refund (processed within 60-90 days) for their cancellation, or receive a credit in the amount paid for use on another NAA asset (i.e. advertising, partnerships, events or sponsorships).
 - Sponsors will be able to select a new event sponsorship(s) if their item cannot be fulfilled over the new Apartmentalize dates, August 31 – September 2. If that is not preferable, Sponsors may receive a full refund (processed within 60-90 days) for their cancellation, or receive a credit in the amount paid for use on another NAA asset (i.e. advertising, partnerships, events or sponsorships).