



## Frequently Asked Questions for Districts, Sections and Chapters with Meetings/Events

**Q: Where should I be getting the most current information on COVID-19 and its impact on my meeting?**

A. You should check the following websites for latest information and updates:

- [World Health Organization \(WHO\)](#)
- [Center for Disease Control \(CDC\)](#)
  - [Travel to Mass Gatherings](#)
- [US Travel Association \(USTA\)](#)
- Your meeting destination Convention and Visitors Bureau
- The local municipality – city or county
- Your meeting Hotel or Convention Center or Venue

**Q: Should I cancel my meeting?**

A: Based on the information available today, ITE recommends cancellation or postponement of all ITE meetings scheduled through the end of April. We recognize that each meeting is different and you should do what you believe to be best for your group. If your meeting/event is after April, we recommend that you continue to monitor the recommendations from the CDC, WHO, and local government and make the decision later. You should be mindful of your cancellation policy when determining your decision date.

Please note that as of March 15, 2020, [the CDC recommends canceling or postponing in-person events that consist of 50 people or more throughout the United States.](#)

**Q: Does the Force Majeure cover COVID-19?**

A: No. COVID-19 is not currently covered under force majeure. As this pandemic is changing hour by hour, location by location, this may change. For example, Maryland has banned all gatherings of 250 or more. Depending on contract language, this could fall under force majeure.

Recommended Force Majeure for future meetings:

**Force Majeure:** *The performance of the Agreement by either party is subject to acts of God, war, government regulation, disasters, fires, disease, strikes, terrorism or threats of terrorism, civil disorders, curtailment of transportation facilities preventing or unreasonably delaying at least 25% of Event attendees and guests from participating at the Event, or other similar cause, including emergency and non-emergency conditions, beyond the control of the parties making it inadvisable, illegal, impossible, or commercially impractical to hold the Event, for the Hotel to provide the meeting and sleeping rooms or related facilities and/or services for the Event, or for either party to fully perform the material terms of the Agreement. The Agreement may be terminated without penalty and with performance fully excused for any one or more of these reasons by written notice from one party to the other. Should the Association decide to proceed with the Event when a force majeure event exists, all attrition penalties under this Agreement shall be waived by the Hotel.*

**Q: Am I responsible for hotel cancellation fees?**

A: Yes, if your cancellation does NOT fall under your force majeure clause, hotels/venues are enforcing cancellation penalties. You should discuss with the hotel now what the worst-case scenario would be and how they might be willing to work with you. If possible, you should try to rebook your meeting with the hotel, as most are open to negotiating based on rebooking.

**Q: If I decide not to cancel my meeting, what things should I consider?**

A: Most importantly, you should consider the safety of your staff and attendees. You should work with your venue to confirm they, too, have additional safety precautions in place to accommodate attendees. Other things to consider include: collecting emergency contact information from attendees; impact on your exhibitors/sponsors; impact on your giveaways; delayed shipping times; food and beverage selection (plated instead of buffet, wrapped items for breaks instead of unwrapped); providing more space between chairs; providing hand sanitizer and disposable gloves; and encouraging a no hand-shake policy.

**Q: Is there suggested language I should post on my website?**

A: Yes. You can use the following as a template:

*(Posted "Date") The "Meeting Name" is currently still on for "Date" in "City/State." "D-S-C Name" is consulting with authorities in "City" and will keep attendees informed if and how the coronavirus (COVID-19) may affect travel to "City." "D-S-C Name" is developing contingency plans in the event that a significant number of attendees must cancel due to travel restrictions imposed by governments or organizations. We will continue to monitor local, national and international public health departments and agencies for advice about any protocols to be followed by our staff, partners and attendees.*

For more information on COVID-19, visit [Centers for Disease Control and Prevention \(CDC\)](#) and [World Health Organization \(WHO\)](#).

**Q: Are there virtual platforms that you recommend we use in place of face-to-face meetings?**

A: Yes. Many platforms are available to hold virtual meetings. It would depend upon what functionalities you are looking for. Some to consider are:

- [GoToMeetings/GoToWebinars](#)
- [Zoom](#)
- [Moodle](#)
- [Prezi](#)

**Q: Can ITE help us convert a face to face meeting into a virtual meeting?**

A: There are some opportunities to use ITE's Learning Hub or one of ITE's Go To Meetings/Training/Webinar accounts to help you convert what could have been a session or small meeting with a technical presentation into a webinar. However, we need to better understand what needs you have. If you are interested in our help with this, please contact Colleen Agan at [cagan@ite.org](mailto:cagan@ite.org) to coordinate.

**Q: Is there someone at ITE Headquarter that can assist me with meeting questions?**

A: Yes. If it is related to a contracted meeting, you can contact ITE's Senior Director of Meetings, Linda Pierre, CMP, CEM at [lpierre@ite.org](mailto:lpierre@ite.org). Should you be looking for assistance from ITE to on converting a face-to-face session to a webinar, please contact Colleen Agan at [cagan@ite.org](mailto:cagan@ite.org).