

LINK & RAP 2021 CONFERENCE CANCELATION EXHIBITOR & SPONSOR FAQ

1. What about my hotel reservation?
 - a. If your reservation was made within the RILA room block, the hotel/Passkey will be sending you an email with the ability to cancel your reservation. RILA has no authority or ability to make these cancellations for you. Alternatively, you may also call (866) 435-7627 to cancel your reservation.
2. What about me and my team's exhibit or sponsors registrations?
 - a. RILA will be cancelling ALL registrations for exhibitors and sponsors. RILA will be providing a FULL REFUND for any registrations that incurred a fee. Registrations for the 2022 event will follow a similar structure to how they have in the past with a set amount of complimentary registrations included in your exhibit and sponsorship agreements and then the ability to add on a limited amount of registrations at an additional cost.
3. How long will it take to get my refund?
 - a. RILA will be processing refunds in a timely manner. We ask for your patience but please know that if you do opt to cancel, we will process it and return it to you via credit card or check.
4. What is the date of the 2022 RAP AND LINK conferences and where will they be located?
 - a. Your participation next year will be crucial to the success of these events. We hope you will plan now to attend.
 - 2022 Retail Asset Protection Conference
April 24-27, 2022
Gaylord Palms Resort & Convention Center
 - LINK 2022 Retail Supply Chain Conference
February 20-23, 2022
Gaylord Texan Resort & Convention Center
5. Will the 2021 Exhibit/Sponsor rates be honored for 2022? What if we don't roll over our funds/participation to 2022, then will we face a higher rate?
 - a. Exhibitors that confirm the transfer of their participation to the 2022 Retail Asset Protection and LINK 2022 Retail Supply Chain Conferences, before the conclusion of the 2022 space selection process, will keep their 2021 contracted rates.* Any additional purchases of booth space, sponsorship, or other items after the space selection process will be subject to the 2022 event rates. Exhibitors that do not confirm their transfer before the end of space selection will be subject to 2022 event rates.
**This is only available to exhibitors/sponsors who have completed and executed their contracts for the 2021 Retail Asset Protection and 2021 LINK Retail Supply Chain Conferences.*
6. When will 2022 space selection begin now?
 - a. We will begin the space selection process on September 8th for LINK2022 and September 21st for AP2022. An email will be coming to you with more information on that in the coming days.

7. Can we maintain our same booth/kiosk location on the floorplan if we do elect to roll over into the 2022 event?
 - a. Unfortunately, due to the change of venue (LINK) and/or exhibit halls (AP) the layout of the expo experience will change. We will handle the new space selection process as we do normally with sponsors selecting first and then our exhibit only community. More details on the floor plan will be provided during the space selection webinar taking place in early September.

8. How will this effect priority points for space selection?
 - a. If your organization opts to roll your commitment forward to 2022 we will award you with the amount of points that you would had received had the 2021 event taken place. That formula is as follows:
 - 1 point for every 10x10 or kiosk
 - 1 point for every \$5,000 sponsorship spend
 - 1 cumulative point for RILA Associate Members

9. Will we still have committee meetings that were scheduled around the conference? (Asset Protection Leaders Council & Workplace Safety Committee meetings for AP Conference and Supply Chain Leaders Council, Transportation and Infrastructure, & Distribution Committee meetings for LINK Conference)
 - a. We are working to assess alternative options for our committee meetings. We understand the value that these meetings provide for our members and will make every effort to deliver a valuable experience at a later date.

10. Will any sessions be made available virtually?
 - a. RILA is committed to providing top-flight education to the retail asset protection and supply chain communities. In the weeks ahead, we will be in touch with details about additional resources that we will make available to these communities, throughout the remainder of the year.

11. How will this affect my F&B Catering services ordered through the hotel?
 - a. RILA is working with all our partners to offer every possible concession.

12. Will attendees and/or exhibitors be refunded for airline tickets or other expenses already incurred?
 - a. Unfortunately, RILA cannot reimburse travel expenses. Please contact the airline, train service, etc. directly to inquire about reimbursement. Most airlines are offering waivers on change fees, so we encourage you to explore those options. We also recommend canceling any hotel reservations as soon as possible to prevent incurring any cancelation fees.

13. How will this affect my services ordered from the Expo Group?
 - a. Exhibitors should work directly with their contracted vendors for any questions related to refunds and contracted services.