



## IAAPA Expo Asia 2021 - FAQs for Exhibitors, Sponsors, and Advertisers

September 3, 2021

### Exhibitors

#### 1. What are the options available to exhibitors following the cancellation of IAAPA Expo Asia 2021?

The following options will apply to exhibitors that made their full booth deposits.

##### i. Option 1

Full deposits moved to the following IAAPA events or products:

- IAAPA Expo Asia 2022 or 2023
- IAAPA Expo Europe 2021, 2022 or 2023
- IAAPA Expo (Orlando) 2021, 2022 or 2023
- Sponsorship and Advertising opportunities in 2021 or 2022
- Other designated APAC events in 2021 or 2022

Membership fees are non-refundable and non-transferrable to 2022 or 2023.

##### ii. Option 2

Refund paid booth deposit less IAAPA expenses in line with the exhibit contract language. After careful analysis and calculation, the IAAPA expenses are determined to be 16% of overall contracted booth fees. Please contact a member of the [global sales team](#) to find out your exact financial impact tied to your booth deposit.

#### 2. When and where will the future IAAPA events be held?

- **IAAPA Expo Asia**
  - [2022](#): Hong Kong SAR, China (Jun. 8-10)
  - 2023: Shanghai, China (Show dates -To Be Confirmed)
- **IAAPA Expo Europe**
  - [2021](#): Barcelona, Spain (Sept. 28-30)
  - 2022: London, United Kingdom (Sept. 13-15)
  - 2023: Vienna, Austria (Sept. 26-28)
- **IAAPA Expo (Orlando)**
  - [2021](#): Orlando, Florida, United States (Nov. 16-19)
  - 2022: Orlando, Florida, United States (Nov. 15-18)
  - 2023: Orlando, Florida, United States (Nov. 14-17)

For more information, please contact the [IAAPA Exhibit Sales Team](#).

**3. If I transfer my deposit to IAAPA Expo Asia 2022, do I keep the same exhibit rate?**

No. The IAAPA Expo Asia 2022 exhibit space rates increased by a small percentage so that we can continue innovating and investing to bring you the best experience and more value. The 2022 booth rates can be found on our webpage [here](#). Talk to a [sales team member](#) if you would like to submit your contract for IAAPA Expo Asia 2022 to take advantage of the early bird pricing (through October 4, 2021).

**4. If I transfer my deposit to IAAPA Expo Asia 2022, do I keep the same booth location that I had?**

No. The IAAPA Expo Asia 2022 will be taking place in a different venue and location, and the general booth sales has started earlier this month. You can view the latest floorplan [here](#) and choose from the available exhibit spaces.

**5. Each exhibitor paid an insurance fee during sign up of their application, does this fee cover the cancellation of the show?**

No. The exhibitor insurance covers liability insurance only.

**6. What steps are needed to process a refund?**

Please contact the [IAAPA Exhibit Sales](#) team on or before **September 17, 2021 (Fri)**. All refund will be issued in approximately 4-6 weeks from the submission of related refund documents.

**7. I have already shipped my items to Shanghai. Will I receive a refund for shipping costs?**

Please work with your shipping provider regarding any costs that you have incurred thus far. Unfortunately, IAAPA cannot reimburse exhibitors for any shipping expenses.

**8. I made orders through AMC (the official show contractor) or other stand builders, will I receive a refund?**

Please work with your contractor or stand builder regarding any costs that you have incurred thus far. Unfortunately, IAAPA cannot reimburse exhibitors for any expenses on booth building.

For orders made through AMC, please contact below AMC representatives –

- Ruby Yip ([Ruby.Yip@ArconMarketing.com](mailto:Ruby.Yip@ArconMarketing.com))
- Decko Lee ([Decko.Lee@ArconMarketing.com](mailto:Decko.Lee@ArconMarketing.com))

**9. Will IAAPA refund me for hotel and travel expenses I have already booked for Shanghai?**

The official host hotel of IAAPA Expo Asia is the Kerry Hotel Pudong, please contact [reservations.khpu@thekerryhotels.com](mailto:reservations.khpu@thekerryhotels.com) for cancellation request. IAAPA cannot reimburse exhibitors for any hotel and travel expenses booked thus far.

**10. I am an IAAPA 2021 Global Exhibitor. Now that the show is cancelled, will I maintain my status?**

If your company is contracted for all three 2021 IAAPA Expos (IAAPA Expo Asia, IAAPA Expo Europe, and IAAPA Expo) you will be recognized as a Global Exhibitor for this year even with the cancellation of IAAPA Expo Asia.

**11. How does the cancellation affect my seniority?**

All contracted exhibitors before show cancellation will also receive one year of exhibit seniority as though the event was held.

**12. What if I have already purchased tickets to special events at IAAPA Expo Asia 2021?**

All special event tickets purchased by exhibitors will be fully refunded. If you have any questions regarding the refund, please contact [Convention@IAAPA.org](mailto:Convention@IAAPA.org).

**13. Will IAAPA postpone IAAPA Expo Europe 2021 in Barcelona or IAAPA Expo 2021 in Orlando?**

IAAPA remains committed in moving forward with IAAPA Expo Europe 2021 in Barcelona in September and IAAPA Expo 2021 in Orlando in November. Expo preparations are moving forward as planned.

IAAPA is focused on providing a safe and healthy environment for attendees, exhibitors, and our team at IAAPA Expos. IAAPA is monitoring each show for any changes and working closely with the exhibition centers and the local health department to develop and implement a comprehensive plan for a safe and successful IAAPA Expos.

**14. Who can I contact at IAAPA for more information?**

The [IAAPA Exhibit Sales Team](#) is here to support you and provide the important information you need during this time. For exhibit sales inquiries, please contact the following representatives in your region:

**Asia-Pacific region**

- Chris Lo ([CLo@IAAPA.org](mailto:CLo@IAAPA.org) or +852-2538-8277)
- Cyrus Cheung ([CCheung@IAAPA.org](mailto:CCheung@IAAPA.org) or +852-2539-0977)

**Europe, Middle East, and Africa (EMEA) region**

- Andrea Kolar ([AKolar@IAAPA.org](mailto:AKolar@IAAPA.org) or +43 2216 2915)
- Annadora Buonocore ([ABuonocore@IAAPA.org](mailto:ABuonocore@IAAPA.org) or +32 494 565691)
- Esperanza Pechek-Pokieser ([EPechek@IAAPA.org](mailto:EPechek@IAAPA.org) or +43 664 642 1089)
- Iuliana Fornea ([IFornea@IAAPA.org](mailto:IFornea@IAAPA.org) or +32 49272 0267)

**North America / Latin America region**

- Molly Hamill ([MHamill@IAAPA.org](mailto:MHamill@IAAPA.org) or +1 321/319-7642)
- Dana Jasat ([DJasat@IAAPA.org](mailto:DJasat@IAAPA.org) or +1 321/319-7645)
- Shereth Nunes ([SNunes@IAAPA.org](mailto:SNunes@IAAPA.org) or +1 321/319-7654)
- Megan Gannon ([MGannon@IAAPA.org](mailto:MGannon@IAAPA.org) or +1 321/319-7659)
- Alice Mathu ([AMathu@IAAPA.org](mailto:AMathu@IAAPA.org) or +1 321/319-7641)

## **Sponsorship & Advertising**

**15. I'm a current IAAPA sponsor for IAAPA Expo Asia 2021. What options are available to me following the postponement of the expo?**

### **Sponsors**

**i. Option 1**

Move deposits to IAAPA Expo Europe 2021, IAAPA Expo 2021, IAAPA Expo Asia 2022 if similar sponsorship option is available OR;

**ii. Option 2**

Refund fees. Please note, if a sponsor chooses this option, any "grandfathered" rates as well as "first right of refusal" will be declined for 2022 sponsorship opportunities which will be opened to all IAAPA members on a first-come, first-served basis.

**16. I signed up as an advertiser for the IAAPA Show Program what options are available to me following the postponement of the expo?**

**i. Option 1**

Move deposits to IAAPA Expo Asia 2022, and save a similar ad position you secured in 2021 OR;

**ii. Option 2**

Apply deposit to another advertising opportunity in 2021.

**17. Who can I contact at IAAPA for more information?**

For sponsorship and advertisement inquiries, please contact:

Sponsorship: Emily Popovich ([EPopovich@IAAPA.org](mailto:EPopovich@IAAPA.org) or +1 703/850-4115) or Megan Gannon ([MGannon@IAAPA.org](mailto:MGannon@IAAPA.org)/+1 321/319-7659)

Advertising: Julie Rice-Witherell ([JRiceWitherell@IAAPA.org](mailto:JRiceWitherell@IAAPA.org) or +1 321/319-7681)