

Attendees FAQ for the Postponement of AJA's 39th Annual Conference & Jail Expo

The American Jail Association has postponed its 39th Annual Conference & Jail Expo due to concerns about the coronavirus (COVID-19) and its impact on the health and safety of our attendees, presenters, exhibiting partners, AJA staff, our nation's jails, and communities.

We are working to reschedule for a date later this year and will provide updates as our plan evolves.

Please know that we are working hard to address the many details with the postponement of the conference and your understanding and patience is appreciated.

Will my registration be refunded?

AJA will offer a full refund for registration fees, or we will apply registration fees to the rescheduled conference. However, we would request that attendees delay making a refund request at this time as our staff works through logistical details. We will keep you fully informed as we work through this historic event.

How do I cancel my hotel room reservation?

If you made a reservation in the AJA room block at the Gaylord Rockies, Residence Inn, or Hyatt House, they have been canceled by the hotels. If you have a reservation that was not made in the block, you must contact the hotel directly to cancel your reservation. If you paid a one-night deposit at the hotel, it will be refunded by the hotel. Refunds typically take 7-10 business days, but may take longer given the current situation.

How do I cancel my flight reservation?

You will need to contact your airline to cancel your ticket. Check with your airline on their cancellation policies.

Are you refunding flights or other travel costs?

No, AJA is not refunding any individual travel costs. We apologize for any inconvenience.

Who do I contact for questions regarding registration?

For questions about registration, contact Michele at michelef@aja.org. No phone calls at this time, please.

Who do I contact for questions regarding housing?

For questions about housing, contact Alyssa at alyssab@aja.org. No phone calls at this time, please.

Thank you for your understanding and continued support as we all deal with this historic event.