

Exhibitors 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.

How will I get a booth for the rescheduled dates?

AJA will hold your booth as it currently is for the rescheduled dates or offer a similar booth. When we have the rescheduled dates, an email will be sent to all current exhibitors to confirm their space.

If I cannot participate in the rescheduled dates, will my exhibitor fees be refunded?

If your company is unable to participate in the rescheduled dates, the exhibitor fees will not be refunded but will be applied to the 2021 Annual Conference & Jail Expo in Columbus, Ohio. Please refer to AJA's Terms & Conditions regarding Cancellation, Postponement, or Relocation of Exhibition (excerpted below).

15. Cancellation, Postponement, or Relocation of Exhibition.

In the event that any unforeseen occurrence, force majeure, or acts of God or war, shall render the fulfillment of this agreement impossible by Exhibit Management or AJA, the parties shall mutually amend or terminate the agreement at Exhibit Management's option. In such circumstances, Exhibit Management's sole responsibility to Exhibitor shall be a full refund of all rental fees paid by Exhibitor. No monies will be returned should the dates or location of the Exhibition be changed by Exhibit Management, but Exhibitor will be assigned space that the Exhibitor agrees to use under these same rules and regulations. Exhibit Management shall not be financially liable in the event the Exhibition is interrupted, canceled, moved, or dates changed except as provided herein.

Do I receive a refund for the Additional Exhibitor Badges I purchased?

Full refunds are available for Additional Exhibitor Badges that were paid for. Or, the amount can be put towards badges at the rescheduled 2020 show.

If I already shipped to the advance shipping warehouse, what do I do?

All shipments that are en route to the advance warehouse will be refused by Shepard. Please contact your carrier to have your undelivered shipment intercepted and rerouted back to you.

If you have freight at the advance warehouse, in the coming days you will receive a link to complete your outbound MHA paperwork for pickup of your freight. After you have completed your outbound paperwork, please communicate your scheduled pickup date with Shepard by emailing lasvegas@shepardes.com. Please allow 2 days from your communication to Shepard and the scheduled pickup so that they can pull and prepare your shipment. Please note that the resolution will need to be with these companies and is not under AJA's control.

Are you refunding shipping costs or material handling costs?

AJA is not refunding shipping costs. Shepard will refund 50% of material handling. Please note that the resolution will need to be with these companies and is not under AJA's control.

Do I have to cancel the orders for my booth with Shepard?

Your orders will be canceled automatically. Shepard will begin processing refunds back to credit cards starting on Monday, April 1. Due to the volume of orders, they anticipate all credits will be processed by April 30.

If you have rented a custom display, the Shepard Exhibits Team will reach out to you directly to discuss your exhibit.

The following amounts will be processed:

Furnishings – 100% refund

Labor – 100% refund

Material Handling – 50%

For questions, contact lasvegas@shepardes.com. Please note that the resolution will need to be with these companies and is not under AJA's control.

Will I receive the pre-show attendee list?

AJA will send an attendee pre-show list two weeks prior to the rescheduled dates. We will not be circulating the pre-show list for the postponed conference.

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 if I have questions?

For questions, contact Katie at katiey@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.