

FREQUENTLY ASKED QUESTIONS CONCERNING THE TNNA 2020 SUMMER SHOW CANCELLATION

Why has the show been cancelled?

The decision was made to protect the health, safety and well-being of our attendees, teachers, exhibitors and staff. Additionally, Ohio Governor DeWine announced recently that the in-state shelter in place order would be extended through May 1, therefore adding more uncertainty as to whether our show dates of May 27—31 would be viable.

It goes without saying that this is a decision that was not entered into lightly, especially in this highly complex, quickly changing environment. We sincerely appreciate your support and understanding of this very difficult, but ultimately responsible decision.

My company had reserved exhibit space at the Summer Show; how do I claim a refund?

At this time, the organization is not in a position to make commitments regarding Summer Show refunds. Watch the TNNA Website for more information as it becomes available.

Will paid attendee and exhibitor badge registrations be refunded?

At this time, the organization is not in a position to make commitments regarding Summer Show refunds. Watch the TNNA Website for more information as it becomes available.

What about flight and travel arrangements?

All attendees need to contact their own airlines/travel insurance companies to understand their policies and whether flights can be transferred and what penalty fees, if any, may apply.

How do I cancel my hotel reservation(s)?

Reservations made directly into the TNNA block are being automatically canceled and fully refunded.

Note: If a deposit was made on a hotel reservation, refunds may take up to 30 days to be processed.

Reservations made outside of the block with the hotel or through a third party, like Expedia or Travelocity, are the responsibility of the attendee to cancel.

Will TNNA's 2020 Summer NeedleArts Trade Show be rescheduled for later this year?

There are many details and factors that go into planning an event such as our Summer Trade Show. Based on logistics, costs, venue availability and the uncertain timeline around when the COVID-19

outbreak will be sufficiently resolved, the 2020 Summer Trade Show will not be rescheduled for later this year.

If I have questions about the Summer Show or TNNA in general who can I contact?

Those are best addressed to the TNNA in-box (info@tnna.org) . Please know that the staff team is working remotely due to health concerns, and is responding as able due to the volume of communications at hand. E-mails will be addressed at the earliest opportunity, but we plan to use the TNNA Website as the primary communications channel for organizational news, announcements and instructions for TNNA members and stakeholders.