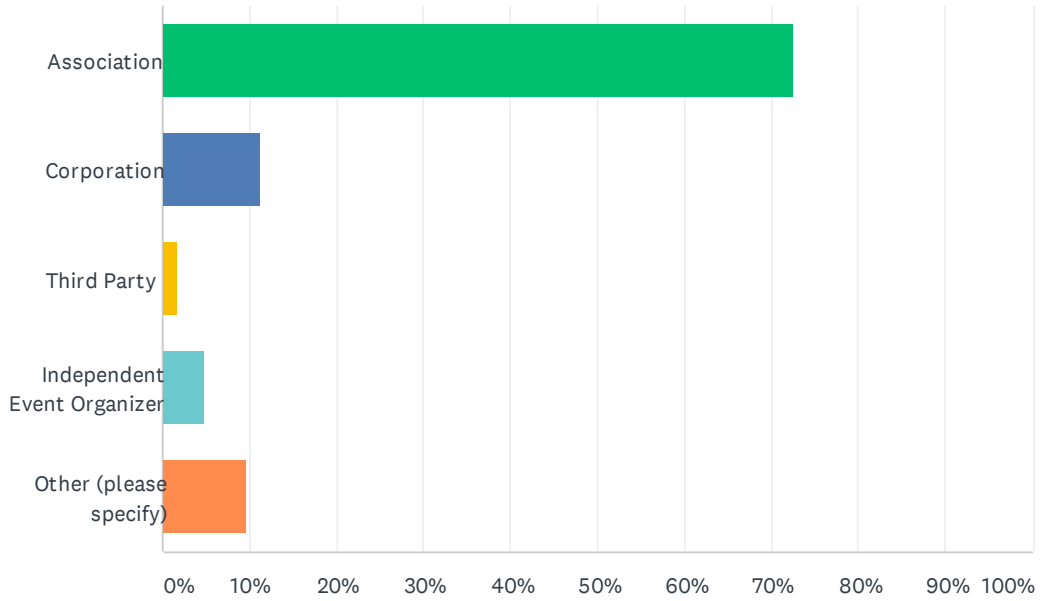


Q1 What is your organization type?

Answered: 62 Skipped: 0

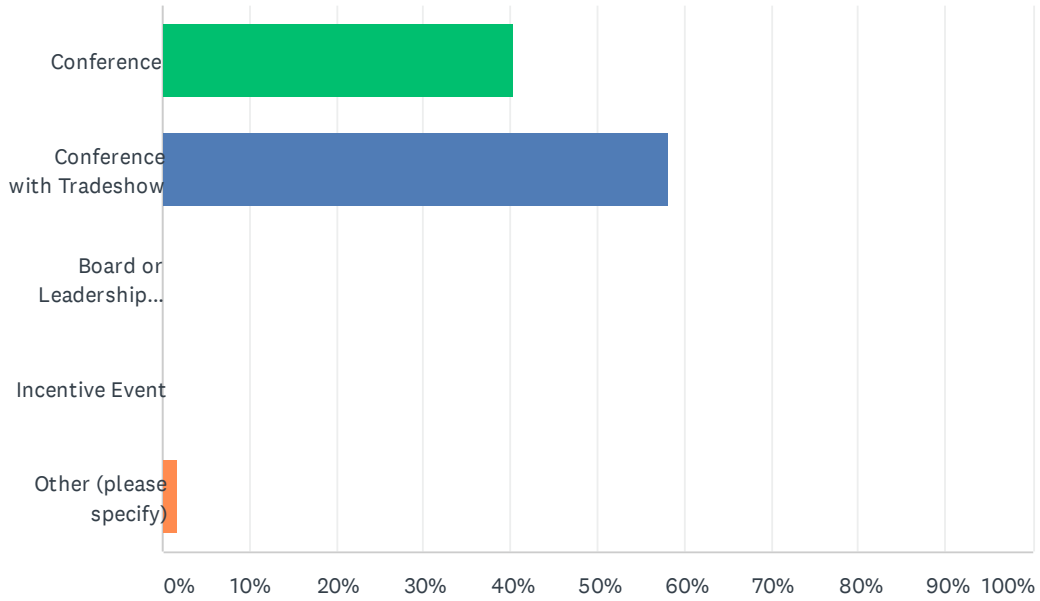


ANSWER CHOICES	RESPONSES
Association	72.58% 45
Corporation	11.29% 7
Third Party	1.61% 1
Independent Event Organizer	4.84% 3
Other (please specify)	9.68% 6
TOTAL	62

#	OTHER (PLEASE SPECIFY)	DATE
1	I'm a consultant; answering for assn client	10/21/2020 2:41 PM
2	University	10/21/2020 1:22 PM
3	Association Management	10/19/2020 4:15 PM
4	Independent Meeting Professional planning mostly Association events	10/19/2020 9:47 AM
5	Third Party Independent	10/19/2020 9:43 AM
6	Independent international meeting planner	10/19/2020 9:41 AM

Q2 Type of event that was cancelled (moved to virtual):

Answered: 62 Skipped: 0

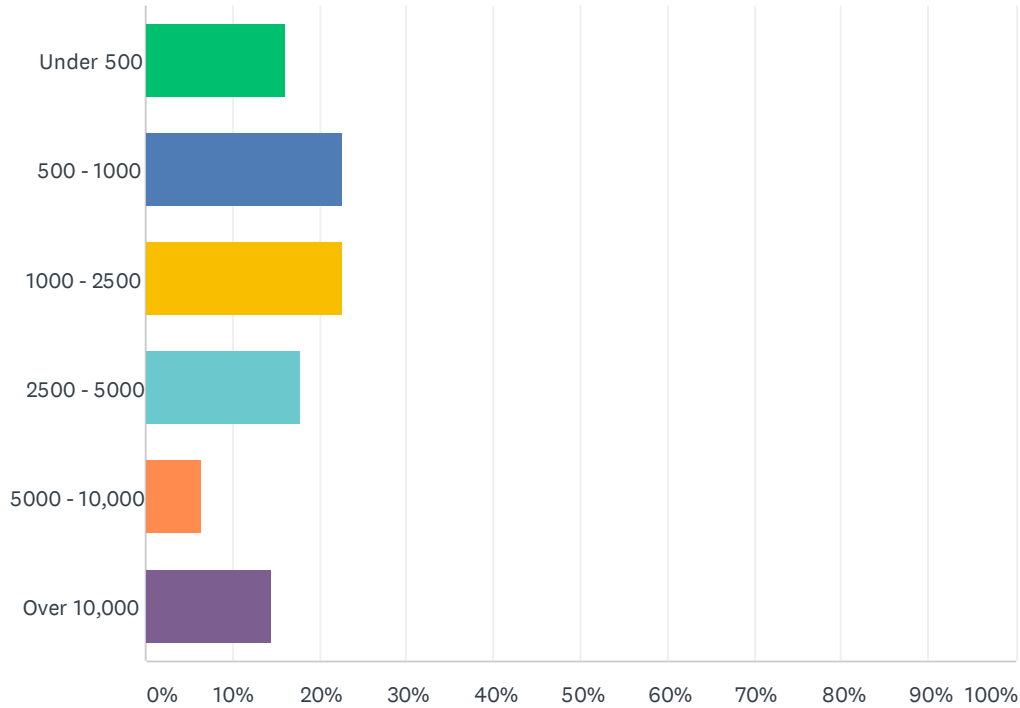


ANSWER CHOICES	RESPONSES	
Conference	40.32%	25
Conference with Tradeshow	58.06%	36
Board or Leadership Meeting	0.00%	0
Incentive Event	0.00%	0
Other (please specify)	1.61%	1
TOTAL		62

#	OTHER (PLEASE SPECIFY)	DATE
1	Annual Meeting	10/21/2020 11:43 AM

Q3 Planned number of participants for F2F event:

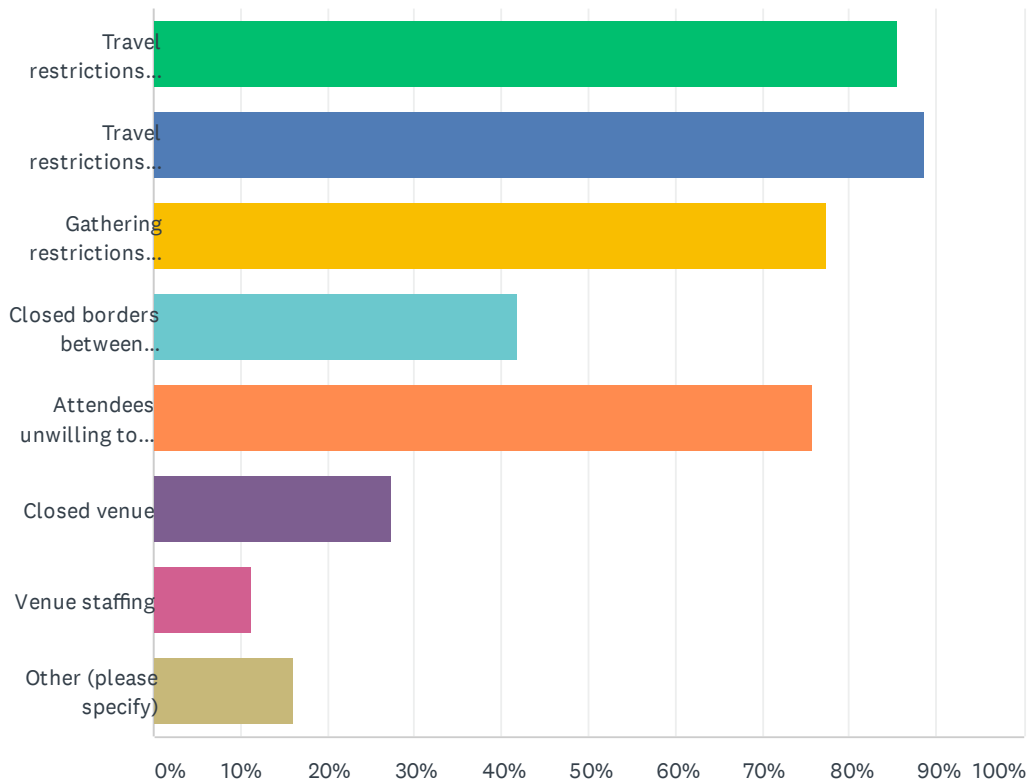
Answered: 62 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 500	16.13%	10
500 - 1000	22.58%	14
1000 - 2500	22.58%	14
2500 - 5000	17.74%	11
5000 - 10,000	6.45%	4
Over 10,000	14.52%	9
TOTAL		62

Q4 What factors impacted your decision to cancel the event? Select all that apply.

Answered: 62 Skipped: 0



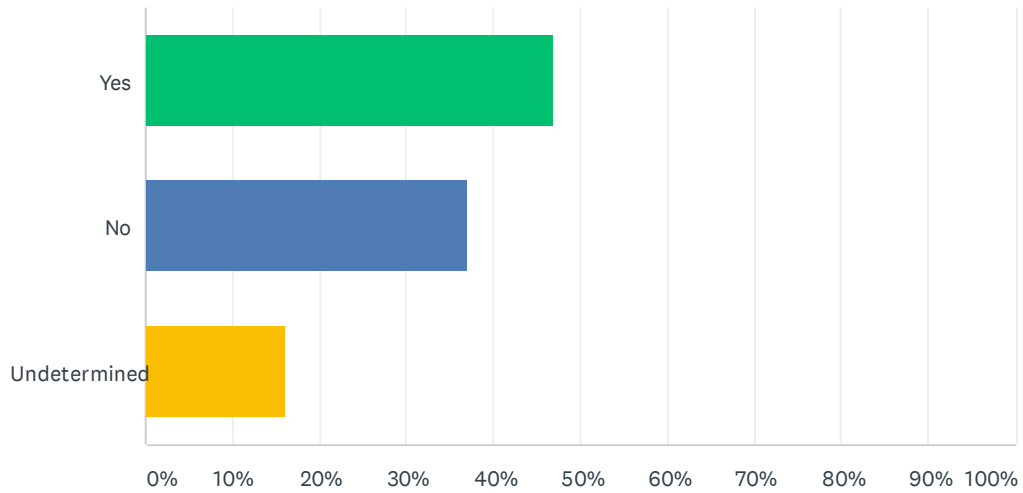
ANSWER CHOICES	RESPONSES	
Travel restrictions (made by governments)	85.48%	53
Travel restrictions (made by organizations, corporate travel policies)	88.71%	55
Gathering restrictions in meeting location / venue	77.42%	48
Closed borders between countries	41.94%	26
Attendees unwilling to travel	75.81%	47
Closed venue	27.42%	17
Venue staffing	11.29%	7
Other (please specify)	16.13%	10
Total Respondents: 62		

F2F Event Cancellation Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	Government intervention	10/21/2020 6:58 PM
2	could not ask staff to travel	10/21/2020 3:38 PM
3	Reduced funding. Wanting to keep our attendees alive.	10/21/2020 3:37 PM
4	members are on the front lines	10/21/2020 3:09 PM
5	Unknowns not provided when asked from DMO, convention center, hotels; client has prohibition on staff travel	10/21/2020 2:41 PM
6	Much too dangerous for the health and wellbeing of all	10/21/2020 11:43 AM
7	Safety (uncertainty) of our participants was #1 factor	10/20/2020 11:16 AM
8	Fear of getting the Covid 19 virus	10/19/2020 10:53 AM
9	It was in April in NYC - New York was a danger zone	10/19/2020 9:43 AM
10	abundance of caution to ensure our employee's safety	10/15/2020 5:08 PM

Q5 Did you book a future event with the same venue?

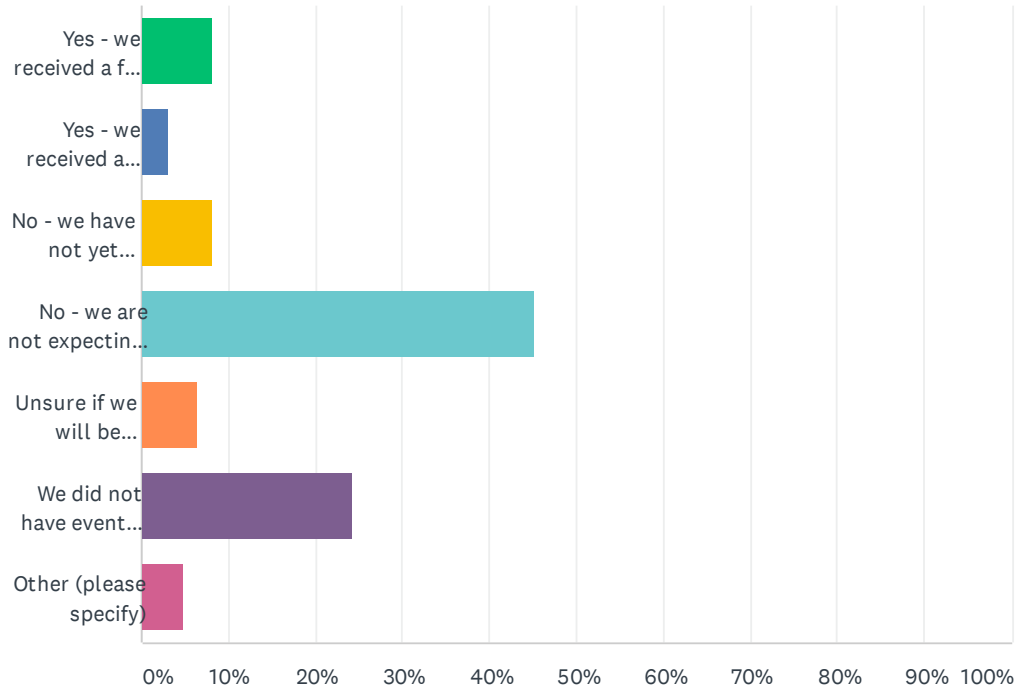
Answered: 62 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	46.77% 29
No	37.10% 23
Undetermined	16.13% 10
TOTAL	62

Q6 Did you receive an insurance payout from your provider?

Answered: 62 Skipped: 0

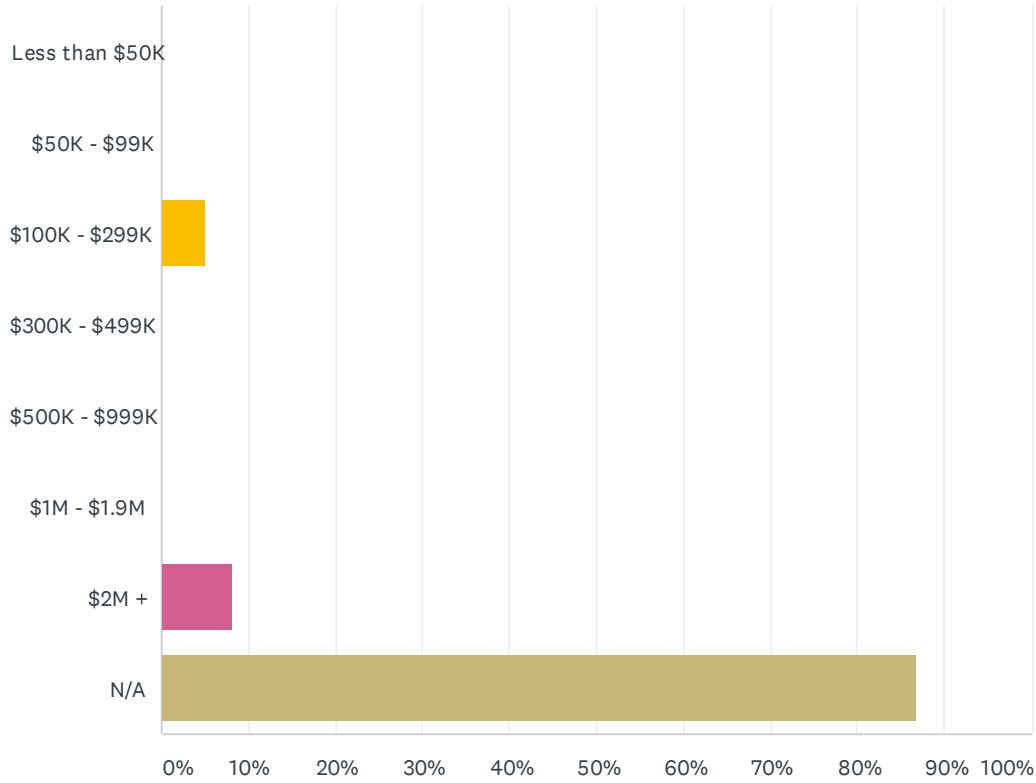


ANSWER CHOICES	RESPONSES
Yes - we received a full payout	8.06% 5
Yes - we received a partial payout	3.23% 2
No - we have not yet received a payout, but are expecting to	8.06% 5
No - we are not expecting a payout	45.16% 28
Unsure if we will be receiving a payout	6.45% 4
We did not have event cancellation insurance	24.19% 15
Other (please specify)	4.84% 3
TOTAL	62

#	OTHER (PLEASE SPECIFY)	DATE
1	No fees were incurred. Force majeure covered everything	10/22/2020 10:30 AM
2	Negotiated a hold of deposit for re-booking by 2022	10/21/2020 12:14 PM
3	Applied and have pandemic but no determination as of yet	10/20/2020 7:07 AM

Q7 If you received a payout, how much did you receive?

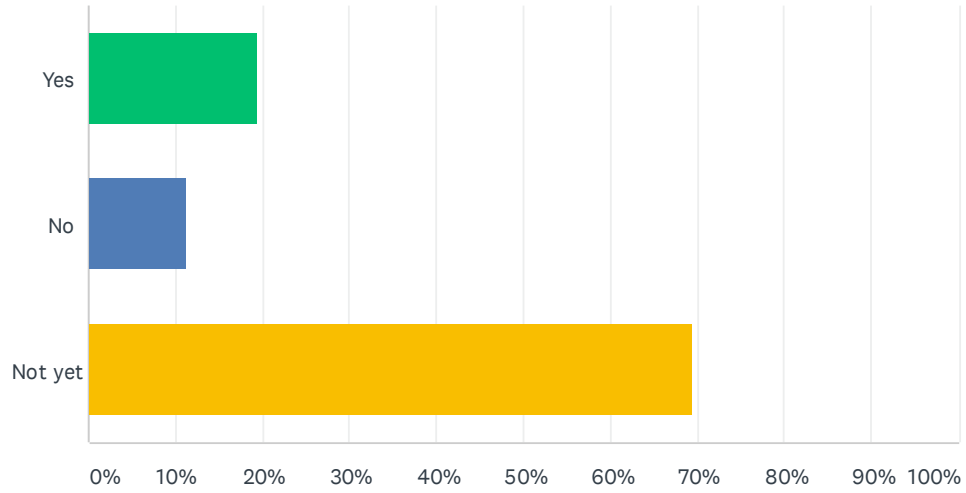
Answered: 61 Skipped: 1



ANSWER CHOICES	RESPONSES
Less than \$50K	0.00% 0
\$50K - \$99K	0.00% 0
\$100K - \$299K	4.92% 3
\$300K - \$499K	0.00% 0
\$500K - \$999K	0.00% 0
\$1M - \$1.9M	0.00% 0
\$2M +	8.20% 5
N/A	86.89% 53
TOTAL	61

Q8 Have you been able to secure event cancellation insurance policies for future face to face events?

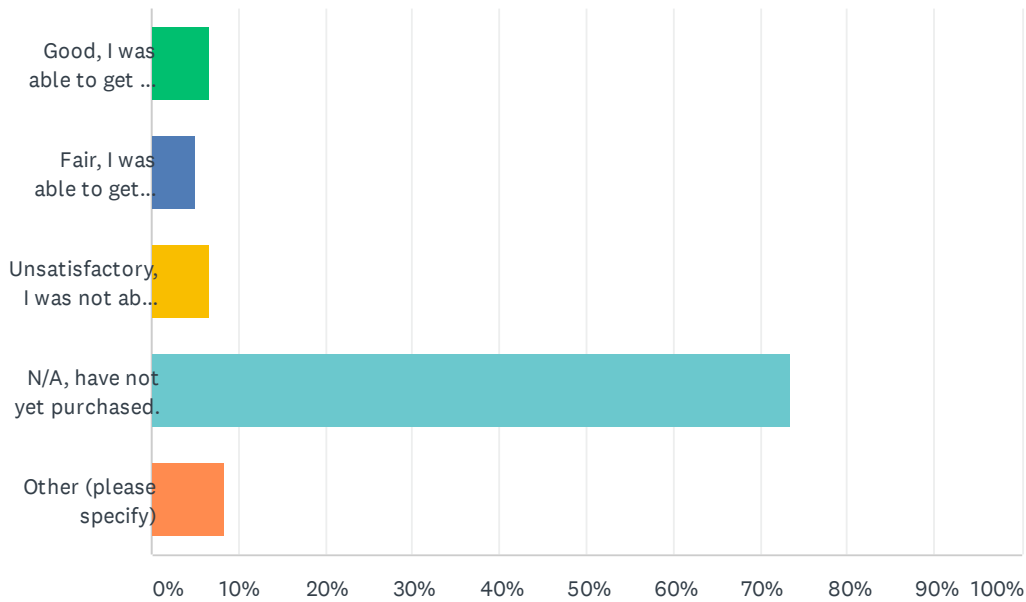
Answered: 62 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	19.35%	12
No	11.29%	7
Not yet	69.35%	43
TOTAL		62

Q9 If you have purchased insurance for upcoming face to face events, was the outcome:

Answered: 60 Skipped: 2



ANSWER CHOICES	RESPONSES	
Good, I was able to get the coverage we wanted.	6.67%	4
Fair, I was able to get some but not all of what we wanted.	5.00%	3
Unsatisfactory, I was not able to get sufficient coverage.	6.67%	4
N/A, have not yet purchased.	73.33%	44
Other (please specify)	8.33%	5
TOTAL		60

#	OTHER (PLEASE SPECIFY)	DATE
1	Had purchased multiple years of insurance several years ago	10/22/2020 12:38 PM
2	Just about to send out an RFP for future event insurance	10/21/2020 3:38 PM
3	we had two-year coverage - so we will not go out for this for another year	10/21/2020 1:14 PM
4	I've received quotes for in person 2021 events. Premiums have doubled for same coverage, there's no communicable disease coverage. The insurance company can provide hybrid insurance coverage (insurance plus virtual). And, they can provide all virtual--that option was more expensive than in person!	10/21/2020 11:19 AM
5	was purchased 2 years ago	10/21/2020 10:27 AM

Q10 Is there anything else you want to share about your event cancellation experience?

Answered: 22 Skipped: 40

F2F Event Cancellation Survey

#	RESPONSES	DATE
1	Na	10/26/2020 8:55 AM
2	Both 2020 and 2021 cancellations have gone smoothly with cities and venues being very understanding and accommodating. We have incurred very little cancellation fees.	10/22/2020 10:30 AM
3	Challenging to rebook and find available dates since everyone is rebooking.	10/22/2020 10:19 AM
4	COVID doesn't typically fall under a force majeure and since hotels are struggling and looking for cash flow, negotiations have been lengthy, frustrating, and difficult.	10/22/2020 7:37 AM
5	Insurance companies are no longer offering communicable disease riders.	10/21/2020 7:52 PM
6	No	10/21/2020 6:58 PM
7	We have a 3 year event cancellation policy so we are covered through our 2022 event.	10/21/2020 6:30 PM
8	no	10/21/2020 5:40 PM
9	We added pandemic to our insurance policy last year for 2020 and 2021.	10/21/2020 4:31 PM
10	Having cancelled multiple stand alone programs and in making every effort to rebook @ same properties, it was sad to experience the hotels replace their sales executives so quickly and so often - eg, negotiated with DOS on Monday and she was gone on Tuesday, replaced by an assistant on Tuesday, to be replaced by another, less experienced individual on Wednesday. The less experience @ negotiating table, the longer more painful wait process for rebooking clients.	10/21/2020 4:06 PM
11	Mercer insurance has not quoted on our policy yet as our event is hybrid and they said they are still working out pricing. We are planning for 30% live/70% virtual in May 2021.	10/21/2020 3:41 PM
12	We wanted to rebook to a future year, but the city wasn't willing to work with us until it was too late.	10/21/2020 3:37 PM
13	For this one event, it was quite complicated and not asked here was the impact of cancelling other vendors connected to the event - production, registration, speakers, AV, transportation, etc. The client remarkably had insurance that covered epidemics and hopes to collect. They have the same coverage for 2021 but we have no idea what a) having filed a claim may impact another year and b) after that, what will happen.	10/21/2020 2:41 PM
14	We had several cancellations. One was moved to 2021. Our biggest was moved to 2025.	10/21/2020 2:13 PM
15	We tried to secure in January, 2020 however pandemic related coverages were not available. We were very fortunate that we were able to use force majeure for all of our conferences/meetings and did not have to rebook any future events. Helped but did not offset loss of anticipated net profit.	10/21/2020 1:45 PM
16	Not being able to cancel early on made the virtual meeting planning VERY difficult and VERY taxing on our staff. We had only 10 weeks to plan a virtual meeting, learn a new platform, etc.	10/21/2020 1:10 PM
17	We do not have revenue associated with our events, so not really applicable to us.	10/21/2020 12:14 PM
18	We were very fortunate and didn't have any cancellation fees from the Hotels = 35 hotels. It would have been over \$5M in cancellation fees.	10/21/2020 8:08 AM
19	While we did not have event cancellation insurance (we sent an application in March along with the premium payment, but unfortunately it was too late and we were declined coverage); we were able to claim force majeure and did not owe any damages. We will look to rebook with the cancelled city (Seattle) in our next open year, 2025, but have not done so yet. We did extend all our key service provider contracts for another year. Attendees were all refunded in full and exhibitors were given the option to be refunded in full, apply to 2021 or apply to the 2020 virtual option.	10/19/2020 4:11 PM
20	Rebooking the event in the same city and hotels helped reduce the penalties significantly. Having a great relationship with the venues helped tremendously. I was able to get any penalty that we had to pay put towards the newly rebooked event so basically the association did not lose any money! Eventually, the state shut down conferences altogether so we did not have to pay anything.	10/19/2020 10:53 AM
21	Clients are still hesitant about F2F in 2021. Currently I have only one F2F. Everything else is	10/19/2020 9:43 AM

F2F Event Cancellation Survey

virtual.

22	Thanks for putting this together.	10/13/2020 10:14 AM
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