

### **Event Cancellation/Rebooking Sample Checklist**

(Tasks appear in no particular order; list is non-exhaustive; updated March 11, 2020)

- Notify all volunteers affected by the planning process (e.g., Board, committees)
- Send out email campaign to all affected (attendees, sponsors, exhibitors) with updates/remedies; outline 2020 in-person programs still slated to go, as well as virtual events, publications and other offerings to support their immediate needs
- Send out personal emails to all registered attendees (preference for transferring registrations, full refunds as back-up option) with reminder to cancel hotel reservations directly with venues
- Send out personal emails to all speakers (ask them to be on standby for possible rescheduled virtual/in-person events)
- Post an update on organization websites and event pages
- Turn off any back-end registration links into AMS
- Remove registration and housing links from website and update with appropriate/up-to-date notices
- Post frequent updates to social media
- Notify any sourcing partners (e.g., ConferenceDirect, HelmsBriscoe)
- Notify all other event partners (e.g., AV company, event management partner)
- Facilitate communication with hotels re: cancellation, attrition, F&B/AV, etc.
- Cancel any scheduled shipping
- Notify/cancel any offsite events
- Cancel staff travel and housing
- Track refunds, credits and transfers
- Reschedule any essential meetings held in conjunction with the in-person event (e.g., board meetings)
- Determine if events are being canceled completely; rescheduled for later in the year; or rescheduled for next year – and carry through appropriate tasks
- Determine any impacts to site selection re: existing/outstanding contract negotiations for 2021 and/or beyond
- Determine what content to offer online (existing event content or new topics based upon impact of COVID-19 on your industry) and schedule informational webinars
- Determine use of mobile app/online community to share information / engage in member discussion
- Cancel any run of show/pre-con meetings with staff and venues
- Update budget projections for affected events
- Determine if any content should be converted to articles for upcoming publications
- Evaluate any need to change registration open dates for remaining 2020 events and/or rate changes