We have transitioned the 2020 Fall Conference to a Virtual Event due to COVID-19 pandemic not completely controlled. The following rules are in effect.

Action plan for exhibit booth fees and sponsorship fees

The following options are available for your paid conference booth and/or sponsorship:

- **Option 1** - Credit a portion of your 2020 Fall Conference booth payment to a virtual booth. Additional details will be announced when known.

- **Option 2** – Credit your 2020 Fall Conference booth payment to 2021, scheduled to be held in Orlando, November 28 to December 2 at the Grand Hyatt Cypress. Commitments of transfer deadline will be determined and published when known.

- **Option 3** – Receive a full refund of your booth payment. Refunds will be issued in the method of the original payment (check, credit card, etc.). **DEADLINE: 11/01/2020**

- **Option 4** – If you are a sponsor or exhibitor, we are offering an opportunity to voluntarily forego a refund. Our members understand that as a 501c3 not-for-profit organization, we rely heavily on conference fees to help sustain the association. If you are an exhibitor and choose this option, your fees already paid will be converted to a sponsorship. We do recognize that as a company you may also be experiencing financial difficulties, so we will also issue a refund, or partial refund, if you desire. Donations are tax-deductible to the extent permitted by law. Donors will be recognized here on our website and in the monthly Florida Water Resources Journal.

Action plan for attendee registration

- **Option 1** – Credit your registration fee to the virtual event. Additional details will be announced when known.

- **Option 2** - Conference registrations will be refunded in full if requested. This process may take at minimum 30 days. We appreciate your patience and understanding.

To request your refund or make a partial or full donation, please contact Peggy at peggy@fsawwa.org.

Payments originally processed online will be refunded to the credit card used in the original registration. Payments that were sent to us by check will be refunded by check. Please be patient as we work to process refunds. We will do our utmost to process refunds promptly.