



## **FREQUENTLY ASKED QUESTIONS**

### **RE: CONFERENCE POSTONED DUE TO COVID-19 CORONAVIRUS**

#### **Why is SPARQ 2020 being postponed?**

Like you, one of our main reasons for being is centered around health and safety. Over the last few months, we have been closely monitoring the evolving situation with the COVID-19 (Coronavirus outbreak) to ensure we are taking every precaution to preserve the well-being of our customers, partners, and employees. After careful consideration and extensive consultation, we have made the difficult decision to postpone SPARQ 2020. We strongly believe this is the right decision given the current circumstances as health and safety is always a top priority.

#### **Is the SPARQ 2020 Conference cancelled or postponed? When will the new date be announced?**

The conference is not cancelled. We are working actively with the conference venue and our event partners to identify a new date for the conference. As soon as the details are confirmed, you will be the first to know.

#### **What will happen with my paid conference pass?**

Your payment for SPARQ 2020 conference passes will be refunded to you in the same method of payment used at your time of booking. We have begun to process the refunds, which you should receive and see reflected on your account within the next 5 to 10 business days. If you do not receive your refund by March 23, 2020, please contact [SPARQregistration@intelex.com](mailto:SPARQregistration@intelex.com).

#### **I booked a hotel room at the Fairmont Austin through the conference registration site. How do I cancel my reservation?**

All reservations that were made under the conference room block and/or through the SPARQ registration portal will be automatically cancelled directly by the Fairmont. If you have not received a cancellation notice from the Fairmont Austin by March 13, 2020, please contact them directly at 800-441-1414.

#### **Will I incur a penalty from the Fairmont Austin for cancelling my hotel reservation?**

As long as you booked with a refundable rate and your reservation is cancelled more than 72 hours prior to your scheduled arrival, you will not incur any penalties from the Fairmont Austin.

#### **I booked a hotel room at a different hotel. Do I need to cancel my reservation?**

Please contact your hotel directly to cancel your reservation.

#### **I have a different question or concern. Who can I contact?**

We are at your disposal and happy to address any questions or concerns you may have. Please contact us at [SPARQregistration@intelex.com](mailto:SPARQregistration@intelex.com) and we'll respond as soon as possible.