



## 2020 AAP Conference Cancellation FAQ – Exhibitors

### **Q. Due to the conference cancellation, will I receive a refund?**

A. Yes, all exhibitors will receive a full refund for conference fees paid to date. We will issue refunds via checks (less any processing fees paid if payment was made via credit card or PayPal) by March 31, 2020.

### **Q. How do I cancel my hotel reservation?**

A. AAP wants to make this as easy on everyone as possible. Therefore, all hotel reservations made under the AAP room block will be cancelled automatically. However, if you made reservations through a third party, you will need to work with the third party to cancel your reservation. For all other lodging related questions, please contact the Hyatt Regency New Orleans at 504-561-1234.

### **Q. I bought airfare, what should I do?**

A. The major airlines including Delta, American Airlines, and United are working closely with passengers and are providing change fee waivers. Please contact the appropriate airline to cancel your flights and obtain a voucher. Note, due to high call volume, the airlines have asked customers with trips scheduled more than 3 days out to contact the airline's customer service closer to their trip date.

### **Delta Message:**

To allow even more flexibility, any Delta ticket expiring in March or April is being extended to enable rebooking and travel until Dec. 31, 2020. Whenever your travel may be, rest assured that all changes will be processed and applicable credits will be issued;

### **DELTA- FIND YOUR TRIP**

Travelers without a SkyMiles account should click on My Trips. Follow the prompts to enter your name and confirmation number. If you don't have a confirmation number, a credit/debit card or ticket number will also work.

SkyMiles Members should log in and click on My Trips to view a list of upcoming scheduled trips. From your list of upcoming trips, select the flight you want to modify by clicking on the airport codes (circled in the image to the right) or by clicking "Details" to get to the Trip Details page.

**United Airlines Message:**

We are committed to helping all of our customers with their travel plans and have multiple change fee waivers in place. We are doing everything we can to assist customers with flights that need to be changed and kindly ask that customers with trip dates not within the next 72 hours reach out closer to their trip as we continue to build up our resources in order to better assist. If you want to change or cancel and rebook your flight, a phone call is not required. See here for step-by-step instructions on how to change your travel plans on [united.com](https://www.united.com) and the United mobile app. We are grateful for your patience in these rapidly-changing times.

**American Airlines Message:**

The safety and well-being of our customers and team members remains our highest priority. American is in contact with U.S. and international authorities, as well as public health officials, and we continue to coordinate with them on all required health- and safety-related measures regarding coronavirus (COVID-19). If you need to change your travel plans, visit [aa.com](https://www.aa.com).

**Southwest Message:**

Southwest Airlines never charges Customers a fee to change or cancel their flight. If a Customer's plans change, or they decide they no longer want to travel, the funds used to pay for their flight can be applied to future travel – as long as they cancel their flight at least 10 minutes prior to the scheduled departure. The funds are valid for future travel up to one year from the original purchase date and must be used by the individual named on the ticket. More information on policies related to travel funds can be found on [Southwest.com](https://www.southwest.com). We hope these policies provide our Customers with flexibility and peace of mind as they plan their travel.

**Q. When is the next AAP Conference?**

A. The next AAP Conference is April 15 – 17, 2021 – in Las Vegas, NV. We look forward to seeing you!

**Q. I've placed an order with Freeman, how do I cancel it?**

A. Please contact Freeman's Exhibitor Services Representative at:  
1000 Elmwood Park Blvd.  
New Orleans, LA 70123  
Phone: 504-731-6137  
Fax: 469-621-5612  
Email: [freemanneuorleanses@freeman.com](mailto:freemanneuorleanses@freeman.com)

**Q. I have freight in transit to Freeman's Advance Warehouse, how do I cancel it?**

A. Please contact Exhibitor Services (at the contact information above) to make arrangements. Freeman has advised that freight in transit will be refused upon arrival at the Advance Warehouse.