

# COVID-19 CANCELLATION POLICY

**Las Vegas Antique Jewelry & Watch Show**

Las Vegas Convention Center | Las Vegas, NV

**L174860622**

June 9 - 12, 2022

## **Cancellation Policy Statement for Exhibitors on Events Impacted by Coronavirus**

**(COVID-19)** The impact of COVID-19 has been unlike anything our live events industry and the global community have ever experienced. We understand that our exhibitors are disappointed in the lost opportunity to connect with attendees and grow their businesses. Due to these unprecedented circumstances, we have temporarily revised our policy to support our customers.

### **This policy will apply to events that cancel prior to Shepard's commencement of moving in the event:**

- We will offer 100% refunds on standard furnishings, accessories, executive furnishings and standard carpet/padding. Custom products such as premium, special cut carpets and graphics will be refunded at 70-100%, based on cancellation date.
- Custom rental exhibits will be refunded based on cancellation date and production status.
- We will charge for work performed on labor, material handling and transportation.
- Custom fabrication items are non-refundable.
- All products/services not listed above will be charged per contracted terms.
- The Shepard customer services team will reach out to exhibitors to assist with freight, as well as answer any questions regarding orders. They will be able to assist on both cancelled and postponed shows.

## **Frequently Asked Questions**

### **How do I cancel my order?**

As soon as we are informed of a cancelled event, we will begin working through canceling orders. You will be emailed a final invoice showing any applicable charges and/or credits.

### **If I just sent in my order, will it be processed, and will my card be charged?**

If we have been notified by the event organizer that the event has been cancelled, we will not process the order.

### **When will I get a refund?**

If a refund is due, we will send a check for monies due to the address on file. Wire transfers will be refunded and issued by the Shepard Accounts Receivable department as soon as invoices are finalized.

### **Will I still be charged material handling for my shipment?**

Yes, material handling charges will apply and will be based on where your freight was shipped and if it had been taken to show site by the time of cancellation.

### **I already shipped my freight to the Shepard advance warehouse or the event. Can you send it back to me?**

Yes, with the shipment already in our possession, we can easily return your freight to the destination of your choice using Shepard Logistics. Please contact us at [logistics@shepardes.com](mailto:logistics@shepardes.com).

*Shepard reserves the right to modify this and other policies at any time.*