FlightSim Expo 2020 – Attendee Frequently Asked Questions

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On April 11, the FlightSim Expo Co-Founders announced via a livestream that the 2020 event, originally scheduled for June 12-14 in Las Vegas, has been canceled. The organizers confirmed that all attendees and partners will be eligible for full refunds and that the next FlightSim Expo will be in June 2021.

This document contains frequently asked questions from attendees regarding this situation. Sponsors, exhibitors, media partners, and speakers may also wish to review the Event Partner FAQs.

How was the decision to cancel the 2020 event made?

We worked with the flight simulation community to make the decision regarding our 2020 event. In addition to engaging sponsors, exhibitors, media partners, and speakers, we conducted a survey of all registered participants that began on March 24.

Survey results were:

- Cancel now: 46%
- Postpone now, to later in 2020: 23%
- Wait until closer to the event to cancel or postpone: 31%

The organizers made the choice to cancel the event on April 11 with the safety of the simulation community as the primary decision factor. However, feedback from the community was paramount in that process, and helped determine whether to cancel or postpone the event.

Will I get a refund on registration fees?

All attendees have the option to receive either a refund or credit for 2020 registration fees. Attendees should check their email for more information on the process. The credit is in the form of an All-Access Pass for FlightSim Expo 2021.

If you don’t take any action, your registration fees will be refunded automatically beginning on April 30. Refunds will take 5-10 business days to reach your credit card account.

What if I want a refund now?

Email info@flightsimexpo.com and we will process your refund immediately. Due to a higher-than-normal volume of emails and calls, it may take us a few days to reply.

Can I opt into the 2021 All-Access Pass after April 30? I need to know where the show will be held to make that decision.

Yes! As we don’t expect to be able to announce the 2021 date and location before April 30, if you wish, you can hold off on deciding whether to obtain a refund or do the 2021 All-Access Pass. Email info@flightsimexpo.com prior to April 30 and we will wait to process your refund until 2021 is announced.
Should I cancel my travel plans?
As we do not anticipate running an in-person event in Las Vegas this year, our recommendation is to cancel travel plans now.

How can I cancel my hotel reservation?
Room bookings made at Tropicana using the FlightSimExpo Booking Link will be canceled by the hotel in the coming weeks. However, as the hotel is currently closed, you can also cancel your registration online now and receive your refund sooner.

Use this link to modify your reservation online.

The Tropicana is temporarily closed under the order of Nevada Governor Steve Sisolak and as a result, contacting the hotel directly may be difficult for the next few weeks. If you require assistance, the FlightSimExpo team may be able to help. Please email info@flightsimexpo.com.

I do not have a confirmation number from Tropicana. How can I cancel my reservation?
Please email info@flightsimexpo.com. Although we are not able to modify all reservations, we can look up your reservation and provide the confirmation number you’ll need to access the online system.

If I plan to travel to Las Vegas anyway, can I keep my hotel reservation?
Reservations made using the FlightSimExpo Booking Link will be canceled by the hotel in the coming weeks. If you wish to stay at Tropicana Las Vegas in June 2020, you’ll need to make a new booking that is not affiliated with FlightSimExpo 2020.

Have you considered running an online event?
In our March 24 attendee survey, we asked about interest in an online event. Although 50% of respondents indicated they would be interested, only 25% of overall respondents were willing to pay up to $25 to participate.

Once we have processed refunds for attendees and exhibitors, we will re-evaluate the potential for hosting an online event.

Have you considered running an in-person event this year?
Should the global health pandemic subside, we have the option to run an event on June 12-14. While this would not be FlightSimExpo in the traditional sense, if the opportunity arises, we may consider running seminars or other activities that simmers would enjoy.

What are the plans for 2021?
We are moving forward with our venue selection process for 2021. We ran a survey on March 13 that included seven potential host cities: Atlanta, Atlantic City, Las Vegas, Orlando, San Antonio, San Diego, and Schaumburg (near Chicago O’Hare Airport). Based on the results of the survey, we are in active negotiations with multiple properties for our 2021 event. We expect to announce the 2021 date and location this summer.
Why did you take so long to announce the cancelation of the event?
There’s a lot to do, and some of it requires careful attention to detail. With a variety of parties involved and impacted by canceling, making an announcement sooner than we did could have affected our ability to produce future events.

Along with attendee safety and travel considerations, we polled the community and requested feedback from event partners. While this was happening, we were in active negotiations with our venue and insurance providers. We’ve also worked to put processes in place for attendee and partner refunds.

Since early March, we have allowed free attendee cancelations and have posted regular updates on our website and social media.

Why didn’t you wait until closer to the event to cancel?
We know there is a significant number of attendees who felt we should wait until closer to the event to announce a decision. However, 70% of the attendees who replied to our March 24 survey wanted us to make and announce a decision immediately.

Particularly in the past few weeks, it became obvious that we would not be able to produce the event the community was expecting. International attendees and exhibitors would have a significant challenge attending the event, even if the domestic health situation was to improve dramatically by June.

Announcing this decision now gives people additional flexibility on travel plans and provides time to explore other opportunities for 2020.

What considerations went into making the decision to cancel the event?
The primary input for canceling the event was feedback from our sponsors, exhibitors, and attendees. However, organizers have been regularly monitoring the global health pandemic for several weeks. In the second half of March, it became obvious that it would be impossible to run the FlightSimExpo the community was expecting. There would be too many international attendees and exhibitors who would be excluded from a June 2020 event, even if the situation were to significantly improve.

Beyond health and safety, travel restrictions, and community feedback, we also looked at commercial realities. There are significant sums of money affected by vendor contracts and insurance requirements. As a result, we had to be very careful with wording we used when conducting surveys and posting messages. Part of the decision-making process involved active negotiations with vendors and insurers so we could be sure funds were available to offer full refunds to our participants.