

## FlightSimExpo 2021 – Frequently Asked Questions

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FlightSimExpo 2021 is a hybrid in-person and online event scheduled for June 4-6, 2021 in San Diego. This document contains more information about plans for the event, including how the organizers are planning to handle the uncertainty surrounding COVID-19.

### **What is a hybrid in-person and online event? How will this work?**

Recognizing that we have attendees from around the world who, even in normal times, may not be able to attend this event in-person, FlightSimExpo is excited to offer an in-person event with an online component. This format allows us to pivot to a virtual-only event if an in-person show is not possible.

Assuming it's safe to do so, the in-person event will operate as it has in previous years, offering seminars and an exhibit hall on Friday, Saturday, and Sunday. In-person registration rates will be similar to 2020.

The online component, which will be available for approximately \$15 per person, will include exclusive access to educational seminars as well as a virtual exhibit hall with videos and product discounts for attendees. More information will be available as the event approaches.

The event's opening and closing presentations, as well as all Developer Seminars, will be available to the community for free via livestream.

### **When will registration open?**

Attendee registration for in-person and online attendance will begin in January or February. Exhibitor and sponsor registration will also begin in early 2021.

### **Will I be able to cancel or change my FlightSimExpo in-person registration?**

Yes. We will be offering free changes and cancellations, including full refunds, for all FlightSimExpo registrations until June 3, 2021. Our hotel is also offering a full refund on hotel room deposits up to 48 hours prior to scheduled arrival.

### **Can I book my travel now?**

We recommend you wait to book travel. Our discounted hotel booking link will be available shortly and we are discussing the renewal of attendee discounts on Delta, Southwest, and WestJet. Our website will be updated with full travel information and discounts in the coming weeks.

If you plan to travel on another airline, we recommend you review the airline's change and cancellation rules carefully. Although many U.S. airlines have waived or removed change fees on most fare categories, not all airlines offer refunds on canceled flights.

### **How will the 2021 event differ from previous years?**

There is tremendous uncertainty in the world right now. Several of our sponsors and exhibitors are located outside of the United States. In this context, FlightSimExpo's organizers will do our best to produce the largest event we can. However, we expect this won't be the biggest in-person event we've ever hosted.

Given the uncertainty, we are pushing back our usual timelines. This year, we'll wait to launch attendee and exhibitor registration until early 2021.

We are ready to host any in-person event allowed by the conditions. If that's 1,500+ attendees in a large exhibit hall like in Orlando, we'd love it! If all it can be is 200 people, separated by six feet, listening to seminars in a conference room—we are prepared to do that too.

### **Will you consider canceling the event based on health concerns, as was the case in 2020?**

If there is uncertainty regarding the in-person portion of the event, we will conduct "go/no-go" surveys with exhibitors and attendees beginning in March. As was the case for the 2020 event, any decision to cancel or postpone the event would be made by the community.

To help attendees make informed decisions, we'll be publishing regular updates to the exhibitor and sponsor list as the event approaches, including breakdowns of in-person and online-only exhibitors.

### **I was issued a FlightSimExpo 2021 All-Access Pass. How do I use that?**

In January, you'll be automatically registered for full access to FlightSimExpo 2021, including Captains' Corner. You'll receive a confirmation email from our registration system once this happens. We'll reach out between now and then if we need any additional information from you.

By the way—thank you! We are very grateful to the attendees who opted to receive our FlightSimExpo 2021 All-Access Pass instead of a refund on 2020 registration fees. Let us know if you need anything.

### **Will I be required to wear a mask and/or remain a certain distance from other participants?**

We plan to follow federal, state, and local guidance and requirements. As of September 2020, state and local government guidelines mandate the wearing of a face mask and maintaining six feet of distance from other people while in public areas of the hotel, including in meeting space. We are prepared to run an in-person event under those conditions if those requirements do not change.