



SSA 2020 Spring Conference and Trade Show Cancellation FAQs

Are you refunding my registration fee?

Yes. We will credit your registration fee towards the cost of registration for the 2020 Fall Conference and Trade Show or refund you 100%. You will receive an email from our registration company, Showcare with instructions. We appreciate your patience during this process.

I used an SSA Gift Certificate (\$50) to use towards my registration, will I get that certificate back?

Yes. We will send you a new gift certificate to be used at a later date.

How can I cancel my hotel room reservation?

The Marriott Rivercenter and Marriott Riverwalk hotels are planning to do a mass cancellation of all hotel reservations in the SSA room block for our Spring Conference. This cancellation will take place on March 10th. Once this cancellation is complete, you will receive an email confirmation notifying you of the cancellation.

If you booked outside our block, at a different hotel, or don't receive a cancellation email from the Marriott, please reach out to them directly. For Marriott: please call (210) 223-1000 (Rivercenter) or (210) 224-4555 (Riverwalk) within 72 hours of the start of your existing reservation. Otherwise, you may incur penalties.

Are you refunding flight or other travel costs?

No. We will not refund individual travel costs. Please contact your provider for information and next steps. We apologize for any inconvenience and challenges this may cause you.

I signed up as an Exhibitor, will I be refunded for my booth fee and/or sponsorship?

Yes, we will be happy to credit the booth or sponsorship fee to go towards the cost of a booth or sponsorship for our 2020 Fall Conference and Trade Show in Las Vegas. We will also honor a full refund if that is your preference. Both options can be fulfilled through the Showcare website. You will receive an email from them with instructions.

I paid for items through Freeman and Prestige AV, will I get my money back from them?

We are working diligently with our partners to make the cancellation process as seamless as possible.

We will update all of our exhibitors once the processes have been confirmed. We appreciate your patience during the process.

How are you handling other events in the future?

We are closely monitoring the rapidly changing coronavirus situation as it impacts our community and upcoming events. As of now, **none of our other meetings or state shows are cancelled.**

I was scheduled to speak at the event, will there be another opportunity?

We are looking at future meeting schedules now. Please call or email Ginny Stengel at (703)575-8000 ext. 111 or gstengel@selfstorage.org.

Freeman Show Services

The Freeman Services and Sales teams will send communication to the email address used to submit show orders for the 2020 Self Storage Spring Conference. The following refund policy is in place:

- Freeman will provide a 100% refund for standard rental exhibits (non-custom), furnishings, standard carpet/padding, utilities and standard event tech equipment.
- Custom rental exhibits will be refunded at 25%. We will charge for work performed for labor, material handling, transportation and cleaning. Graphics (signage), custom booth fabrication, custom carpet & flooring (including

prestige carpet) are non-refundable.

- All products/services not listed above will be charged per contracted terms.
- If you have additional questions, please contact Freeman's Customer Support team at CustomerSupport@Freeman.com. Due to recent COVID-19 event cancellations, the Customer Support team is receiving a high volume of emails. Please allow up to **five business days** to receive a response.
- Our full cancellation policy is now posted to Freeman Online: <https://www.freemanco.com/store/faqs/>

Shipments to the Freeman Advanced Warehouse

- If you sent freight to the Freeman Advanced Warehouse, please complete the [Event Cancellation Return Freight Form](#).
- If you have additional questions, contact Freeman Exhibit Transportation at 800-995-3579 or exhibit.transportation@freeman.com.

For any other questions not answered here, please contact SSA Headquarters at (703) 575-8000 or info@selfstorage.org.



March 5, 2020

Dear Self Storage Association Members,

Today the Self Storage Association (SSA) made the difficult decision to cancel its annual Spring Conference & Trade Show scheduled for March 17th-19th, 2020 in San Antonio, Texas. The determination to take this unprecedented step has been made by our Board of Directors and staff in consideration for the health and safety of all participants and in light of the impact of the Coronavirus outbreak (also known as Covid-19).

As you might imagine, our top priority will always be the wellbeing of all those associated with SSA activities. Unforeseen consequences that could unduly jeopardize the productivity of our member companies is also a determining factor.

We understand that the planning and financial investment for attendees, sponsors, exhibitors and presenters is significant. We are grateful for the remarkable confidence you place in us as your host and the loyalty you demonstrate to the SSA and the self storage industry. The SSA team will work to minimize inconveniences presented by this unavoidable circumstance, including full refunds for your registration and exhibit fees; or a credit applied towards our next conference this fall in Las Vegas.

Obviously, our team has worked hard to create another tremendous gathering and now we must switch our focus to the administration of the cancellation activities. Your patience as we work to meet these challenges is greatly appreciated. Each registrant can expect to receive an email with guidelines to help you choose between a refund or credit for the Fall Conference & Trade Show.

In addition to the conference and trade show, the spring event is an important setting for a number of groups that meet under the umbrella of the national Self Storage Association, including the SSA Board of Directors, SSA Foundation Board of Governors, Large Operators Council, SSA Women's Council and SSA Young Leaders Group. While gathering is essential to all of these groups, the seriousness of the situation leaves us no choice but to take the responsible course of action.

Our entire Board and team are disappointed that we will not be in San Antonio this month, a great town with much to offer; and that we will miss the opportunity to co-host an event with the Texas Self Storage Association for the first time, the SSA Economic Summit. All of us would like to thank TSSA for their collaborative effort, and we look forward to a long, productive relationship. Our expectation is that this eventuality is unique to this spring and look forward to resuming our regular pattern of fall conferences in Las Vegas and the spring conferences planned for Nashville, Orlando and New Orleans 2021-2023, respectively.

Thank you,

Timothy J. Dietz
SSA President & CEO