



EXHIBITOR FAQs

- 1) Why did Cosmoprof North America change dates?**
 - a. The decision was made to postpone Cosmoprof North America from June 28-30 until September 20-22, 2020 due to the uncertainty surrounding the Coronavirus (COVID-19). Large gatherings could still be restricted in May/June, so the show is moving to an available slot at Mandalay Bay this fall.

- 2) Will I have the same booth space at Cosmoprof and Cosmopack North America in September?**
 - a. All payments made for booths, sponsorships and advertising will be applied to the rescheduled event. You do not need to reconfirm your contracted booth space.
 - b. Most company's booth locations will be unaffected by the change of dates. Cosmopack participants will be relocated to another exhibit area within the hall. Affected Cosmopack companies will be contacted directly in order of size and priority points to discuss new location options. We apologize in advance for the inconvenience.

- 3) I am also participating in Cosmoprof Bologna, what are my options?**
 - a. If you are participating in both shows, we are working on an international shipping discount through GES, to assist in getting from freight Bologna to Las Vegas. More information will be sent to you via email when available.

- 4) Can I downsize my booth space at the show in September?**
 - a. The deposit money paid on your booth can be credited towards another booth size. For example, if you have paid 50% of your booth fee and want to reduce your booth to 50% of the original size, you can select a new booth and won't owe any additional fees.

- 5) I already booked my hotel room for June, will that be moved to September?**
 - a. Our hotel booking partner, Par Avion, will automatically cancel all June hotel reservations for Cosmoprof North America. Once the housing website is revised with the new dates, Par Avion will reach out to you through your email on file to rebook your reservation for September.

- 6) Will I be reimbursed for airline tickets or hotel costs?**
 - a. Due to the public health crisis with the Coronavirus (COVID-19), airlines have changed their cancellation and rebooking policies to allow for no change fees for rebooking air

travel to new dates. Please contact your airline directly. Hotel room reservations made through our housing partner Par Avion for June will be cancelled. You will be contacted by email about rebooking for September.

7) How do I modify or cancel services I already booked for Cosmoprof North America?

- a. While most services hadn't taken orders for Cosmoprof North America yet, please reference the list below.
 - i. Catering/F&B meeting room orders to change: Amanda Malaskovitz, Mandalay Bay, <mailto:amalaskovitz@mandalaybay.com>
 - ii. Mandalay Bay Exhibitor Services including catering, electrical, booth cleaning, internet services and electrical: 855.408.1349
 - iii. GES service orders for booth services: Domestic 800.801.7648, International 702.515.5970

8) What measures will be taken onsite to help ensure my safety?

- a. Over the coming months, Cosmoprof North America will continue to monitor government agencies and public health officials, including the CDC and WHO. The Mandalay Bay Convention Center and Cosmoprof North America will also be taking the following actions based on CDC recommendations: Increased cleaning of touch points in the convention center, additional hand sanitizer stations placed throughout the venue and additional first aid resources/preparedness.