



ATTENDEE 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) I already registered to attend Cosmoprof North America in June, do I need to do anything?**
 - a. Registrations for Cosmoprof North America in June will be valid for the new September 20-22, 2020 dates.

- 3) With Cosmoprof North America rescheduling, the new dates conflict with my schedule, can I get a refund on my registration?**
 - a. Yes, you may request a refund on your Cosmoprof North America attendee registration until April 8, 2020. In order to request an attendee registration refund, contact registration customer service at cpna@experient-inc.com or 800.310.7554 Monday – Friday 9 am to 5 pm EST. It may take up to 5 days to process.

- 4) 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.

- 5) 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.

6) Why should I attend Cosmoprof North America?

- a. Cosmoprof North America (CPNA) is the leading B2B beauty trade show in the Americas. CPNA offers the entire industry an opportunity to come together, make new relationships, and foster collaboration.

In 2019, over 40,000 attendees engaged with a record-breaking 1,435 exhibitors from 43 countries to discover unique brand launches, product innovations, new channels for distribution, packaging, and manufacturing and to form key relationships with top industry professionals and retailers. The three-day event, which takes place under one roof, encompasses all sectors of the beauty industry.