Frequently Asked Questions
2020 WateReuse California Annual Conference Postponement

1. I have registered for the conference – can I get a refund?
   a. At this point, all registrations are being transferred to a replacement event. Registrations will be
transferrable for this replacement event within an organization if necessary. We appreciate your patience
as we work through this process. Please contact us (see Q7 below) if you have extenuating circumstances
that necessitate a refund at this time.

2. How can I make sure my hotel room is cancelled so I am not liable for any charges associated with the room
   I reserved?
   a. If you have a reservation at the Hyatt, contact them directly at 415-788-1234 to cancel your hotel room.
      You may also be able to cancel your reservation at https://www.hyatt.com/en-US/reservation/find with
      your confirmation number. You do need to cancel your hotel room with 72 hours’ notice. WateReuse is
      not responsible for any costs associated with your reservation if you do not cancel.
      
      If your reservation is at a different hotel, or you made the reservation through a website such as
      hotels.com, contact that hotel (their information should be in your reservation confirmation) or follow the
      cancellation procedures recommended by your website or hotels.com reservation.

3. Will you be refunding sponsorships and /or exhibit space? What is that process?
   a. At this point, sponsorships and exhibit space are also going to be transferred to the replacement event.

4. What is the status of the replacement event?
   A. A joint WateReuse California/WateReuse Association board working group has been established to consider
      and evaluate all options and will provide a status report by March 20.

5. How soon will we know if our presentation will be included at the replacement event? We’ve put a lot of
   work into it already.
   a. We appreciate the work of all our speakers to make the content at our conference so robust. At the
      replacement event, our intent is to include your content. We hope to have more information about the
      content for the replacement event within a few weeks.

6. My airfare is non-refundable. Can you help me by providing proof this cancellation is legitimate?
   a. Please see the joint statement by WateReuse California President Rich Nagel and WateReuse President
      Gilbert Trejo that you can view here. Also, please see the state of emergency declarations from the State of
      California and the City of San Francisco.

7. If I have additional questions, who should I contact?
   a. Any questions not answered here should be directed in writing to Jennifer West at jwest@watereuse.org
      and Alicia Rutherford at arutherford@watereuse.org. We will respond to emails within 24 hours, and we
      appreciate your patience as we work through this unprecedented circumstance.