

  
**THE EXPO GROUP**

Today. Tomorrow. Together.®

Dear Valued Exhibitor:

Our top priority is serving you in light of the cancellation of The Car Wash Show 2020.

Please review the information within to learn how we can work together on your current service orders and to unwind the actions already taken regarding your freight.

Exhibitor Service Orders – For orders that are already placed, there are two options for you to choose from.

**Option 1: Transfer Orders & Payments**

Avoid service fees by transferring order credits and payments to **any possible 2020 show or The Car Wash Show 2021** without fees. Let us do all the work and confirm receipt of your order and payment credit in your Account Summary.

This option allows the highest cost saving benefit, and without penalty on your existing investment.

**Option 2: Request a Refund**

At your request, we will cancel all your orders for The Car Wash Show at the Henry B Gonzalez Convention Center, San Antonio, Texas for April 6-8, 2020 less a \$35.00 service fee + applicable credit card refund processing fees if refunded by credit card.

Schedule of applicable refund by service for The Car Wash Show 2020.

<b>Service</b>	<b>Refund Due as of March 10, 2020</b>
Standard & Custom Furnishings, Accessories	100%
Custom Carpet & Flooring	100%
Standard & Special Cut Carpet, Padding & Visqueen	100%
Cleaning	100%
Perspective Rental Exhibits, Portable Solutions and Signs	50%
Freight Received at Advance Warehouse	50% of Applicable Warehouse Straight Time Rate
Booth, Suspended Sign & Lift Equipment Labor	100%
Electrical	100%
Air & Water	100%
Telecomm	100%
Audio Visual	100%
Floral	100%

If you have rented a custom exhibit from The Expo Group, then Lisa Paoella has already been in touch with you to provide you various options available.

List for Credit Card Refund Processing Fees

Credit Card Payment Amount	Credit Card Refund Processing Charge
\$1.00 - \$500.00	\$25
\$501.00 - \$1,000.00	\$30
\$1,001.00 - \$2,000.00	\$60.00
\$2,001.00 to \$5,000.00	\$150.00
\$5,001.00 to \$10,000.00	\$300.00
\$10,001.00 to \$20,000.00	\$450.00
over \$20,000.00	4% of the payment amount

Refunds will be processed as part the show close process. On April 29, 2020, the 15<sup>th</sup> business day after the last scheduled show day, you can expect to receive a final Account Summary along with your refund.

Additional information about the status of this event may be found at the official event website: <https://www.carwash.org/car-wash-show/the-car-wash-show>.

We are here to serve you and help assist in anyway. Your Customer Account Manager or I will be in touch with additional details as it relates to your specific account.

Warm Regards,

The Expo Group Service Team

**Ginny Hiatt**

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