



WQA Mid-Year Leadership Conference

FAQs

We know there are many questions regarding the cancelation of the 2018 WQA Mid-Year Leadership Conference. It was a difficult decision, but with attendees' safety being our top priority, it was the right and sensible thing to do. With that in mind, we are providing answers to some common questions.

Question: Why was Mid-Year canceled?

Answer: Because of the growing intensity of Hurricane Florence which is supposed to strike the East Coast as early as Thursday, the severe weather would directly impact our safety. The Hilton Head Island Emergency Operation Center has already raised its emergency preparedness to level 3 out of 5. We wanted to act quickly so attendees could cancel travel arrangements.

Question: Will WQA refund my registration fee?

Answer: WQA will reimburse any registration and activity fees that have been pre-paid unless you wish to convert those fees to a donation to WQA or WQRF. Likewise, any sponsorship fees that have been pre-paid will also be refunded. WQA will provide a form later this week to help expedite this process.

Question: What about my airline ticket, car and hotel reservations?

Answer: Attendees must contact their hotel to cancel their hotel reservation. You can reach the Omni Hilton by calling 1-800-843-6664 or by going online through your hotel confirmation.

Attendees are also responsible for canceling flights, car rentals or other travel arrangements. Each company has its own cancellation policy. Contact your airline, rental car agency, or other vendors directly to understand their policy. In most cases waiting for the airline to waive their own rules is the best approach, but action must be taken on your part before your first flight departs. For your convenience:

United's customer service number is 1-800-864-8331

American Airline's customer service number is 800-433-7300

Delta Airline's customer service number is 1-800-455-2720

Question: Will the conference be rescheduled?

Answer: Not this year. However, WQA is looking into hosting meetings by conference call, video

conference or other virtual options. Please hold Thursday and Friday open on your schedule. More information will be provided in the coming days.

Question: Has WQA canceled any of its meetings or events in the past?

Answer: This is rare for WQA. It's possible Mid-Year might have been canceled right after Nine-Eleven, but that's the only other time we are aware of that a WQA had to be canceled.

Question: Will WQA lose money because of the cancellation?

Answer: Fortunately, WQA has an insurance policy that provides coverage in the event of weather or circumstances beyond our control. We feel confident we can keep incidental losses to a minimum.

Question: Will the cancellation of Mid-Year affect the business of WQA?

Answer: The day-to-day operations of WQA are strong and will continue to function as they normally would. We will do everything we can to allow for advisory councils, committees, task forces, sections and boards to meet virtually so that they can still conduct the business they would have undertaken in Hilton Head.

Question: How is WQA preparing for future events?

Answer: While we cannot predict when an "Act of God" will take place, the locations set for future events are not predicted to be in high risk locations. The 2019 Mid-Year Leadership Conference is scheduled for San Antonio, Texas, and the 2020 Mid-Year Leadership Conference is scheduled for Lake Tahoe. The 2019 WQA Convention & Exposition will take place in Las Vegas, and the 2020 WQA Convention & Exposition is scheduled for Orlando.