



## What To Expect While Attending the FOM/IT & EXPO: Questions & Answers

**NACHC considers the safety of all those onsite as our top priority.** We will be implementing protocols during the event to prioritize our FOM/IT community's health and safety. Our expectation is we will be mindful of our colleagues, hotel staff and the general public and practice safety protocols protecting the good of the whole community.

You may view the well-being protocols by clicking [here](#). This space will be updated as guidance changes and we get closer to the event. Below you will find additional answers to common questions as you prepare to travel to Las Vegas.

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### **Q. Do we need to be fully vaccinated in order to attend FOM/IT in-person?**

**A.** Yes, all in-person attendees will be required to provide proof of full vaccination for COVID-19 prior to attending any conference event. Vaccine verification will be provided by a third-party app – information about the app will be distributed approximately two weeks prior to the conference.

### **Q. Do we need to wear masks while attending FOM/IT Events?**

**A.** Yes, In conjunction with guidance from Centers for Disease Control and Prevention (CDC) and the Nevada Gaming Control Board relating to the mitigation of the spread of COVID-19 and the Delta variant, Caesars Palace **requires** that everyone, regardless of vaccination status, wear a mask in public indoor settings.

### **Q. What should I do if I'm not vaccinated or not sure about attending in-person now?**

**A.** We want you to feel comfortable with your FOM/IT experience. If you registered for on-site attendance and are not vaccinated, do not wish to provide vaccine confirmation, or simply no longer interested in joining us in-person, you may switch your registration to virtual. Just email [conferences@nachc.com](mailto:conferences@nachc.com) with that request and a member of the registration team will help you. Don't forget to cancel your hotel reservation directly with Caesars. Cancellation fees may be assessed if you do not cancel at least 72 hours in advance. NACHC is unable to assist with any fees assessed by Caesars Palace. Don't forget to contact your airline for their cancellation procedures.

### **Q. I'm excited to be in-person again, but I'm not sure how to interact with other attendees. Any suggestions?**

**A.** We're excited to see you in-person again too! At Registration you will be able to self-select a ribbon for your badge to indicate your comfort level for networking. Ribbons will identify your comfort level with being approached by other attendees:

Green – High 5's and Handshakes. Frequent Hand Washing/Sanitizing.

Yellow – Elbows Only. Still Being Cautious.

Red – No Contact. 6 Feet Apart. Social Distancing.

And, you can change your mind! Just stop by Registration to pick up a new ribbon if your comfort level changes throughout your stay.

**Q. What additional precautions is NACHC taking during the FOM/IT?**

**A.** NACHC has adopted a series of well-being protocols that we ask attendees to follow while attending the conference in-person. This includes requiring all attendees to wear a mask indoors, per recently updated CDC guidance and Nevada State regulations, exercising regular proper hygiene activities such as washing hands or using hand sanitizer, offering mixed seating options in meeting rooms and others. Please take time to review our well-being protocols, which are updated as guidance changes. You can view the protocols by clicking [here](#).

**Q. Will there be extra masks or hand sanitizer available at FOM/IT?**

**A.** NACHC will have a limited supply of disposable face masks if you lose or forget yours. Just stop by the Registration desk to inquire. We will have hand sanitization stations throughout the event space. We will also provide small hand sanitizer bottles in the official conference tote bag. If you need more, stop by Registration!

**Q. What is NACHC's cancellation policy?**

**A.** We encourage you to switch to virtual attendance if you are no longer able to attend in person. However, if you do need to cancel, we request cancellations be in writing ([conferences@nachc.com](mailto:conferences@nachc.com)) and received on/before Tuesday, October 12, 2021.

- Cancellations received on/before Tuesday, October 12, 2021 will be assessed a \$100 processing fee.
- Cancellations received after Tuesday, October 12, 2021 are not refundable.
- Cancellations after the conclusion of the conference are not refundable.
- Substitutions are encouraged!
- Switching to virtual attendance is encouraged!
- "No Shows" are not refundable.