



## Exhibitors Questions & Answers 2021

Q: What's happening with the 2021 show?

A: The conference is completely virtual for 2021 supported by the VFairs platform. It is an impressive virtual platform, realistic graphics, avatars, chat rooms, multiple business collateral ability and many design options. [www.vfairs.com](http://www.vfairs.com) is the vendor site. It is unique and gives exhibitor and delegate the experience of "just like being there in person".

Q: What are the terms and conditions of the show?

A: DiAC has prepared a detailed prospectus that we urge you to read and understand, that will outline all the terms and conditions of participating in the conference in 2021. There has been a lot of change this year and the prospectus outlines what you can expect from the conference. The prospectus is on the website, [www.diac.wildapricot.org/Technorama2021/prospectus](http://www.diac.wildapricot.org/Technorama2021/prospectus) and a communication has been sent to all past and prospective exhibitors.

Q: Where do I go to enroll/buy my booth, seminar spot and sign up as a sponsor?

A: This year we are completely on line through the DiAC Technorama Store on the new DiAC website. [www.diac.wildapricot.org/Technorama2021](http://www.diac.wildapricot.org/Technorama2021). You will need to go on the website, purchase and pay for your booth, seminar, sponsorship on this site by credit card. As per the prospectus, reservations for booths, seminars etc. will not be reserved without payment. We will accept cheques, but must receive payment in accordance with the prospectus date to ensure your reservation.

Q: I am not a DiAC member and I am not being allowed on the website to purchase a booth/seminar or sponsorship?

A: You will need to contact [info@diac.ca](mailto:info@diac.ca) and provide them with your name, email address, company name, company address, company phone number so that we can set up your contact account which will allow you to log in and purchase Technorama 2021 product from our store.

Q: How do we load up our materials on the site?

A: VFairs will provide you with a login site for exhibitors to go in and set up your virtual booth and upload your business collateral. Once you have purchased and paid for your booth a unique portal will be sent to you for this exercise to be completed. If you bought a custom booth you will also need to provide company logos, colours, format etc.

Q: What if we have technical difficulties?

A: The DiAC staff and VFairs staff are here to assist if you have any issues before or during the show.

Q: What is your cancellation and refund policy?

A: All the details are in the prospectus. All requests must be in writing and received prior to the cut of date. We will issue full refunds on cancellation notices received up to January 9, 2021. 50% refund between January 10 and February 8<sup>th</sup> 2021. No refunds for cancellation requests received on or after February 9, 2021.

Q: What if my question is not addressed?

A: If you can't find it in the prospectus, [www.diac.wildapricot.org/Technorama2021/prospectus](http://www.diac.wildapricot.org/Technorama2021/prospectus), please contact the DiAC staff at [info@diac.ca](mailto:info@diac.ca) and we will address your questions.