



**EIS GROUP®**



# **EIS Group ENGAGE® 2020 Cancellation FAQ**

*March 6, 2020*

## Why are we canceling EIS Group ENGAGE 2020?

To date, over 50 cases of coronavirus have been reported in California, including one in Orange County, where we were to host our conference. And that count now includes one death. With health agencies warning the virus will become more widespread in the coming months, we believe it's best to prioritize the health of our employees, customers, and partners by canceling the event. In recent weeks, we have seen other companies, including Facebook, Salesforce, Adobe, and Google Cloud, make similar decisions.

## Will EIS Group be refunding registration fees?

EIS Group will refund registration fees in full within two business days of notifying customers the event has been canceled. The conference hotel will cancel reservations with no penalties up to 72 hours before the first night of the hotel stay. Please call the Balboa Bay Resort directly to cancel your reservation at your earliest convenience: 949-645-5000.

## Are we rescheduling the conference to a later date?

Given the uncertainty around the coronavirus, at this time, we do not have plans to reschedule the event for 2020. However, we see immense value in getting together with our customers and partners. We are considering a variety of event types and will be sharing the details of our plans in the coming weeks. In addition, we have already begun plans for EIS Group ENGAGE® 2021.

## How can I stay aware of future ENGAGE announcements?

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