

**Frequently Asked Questions
AIA Iowa Annual Convention
September 23-24, 2021**

1. What guidelines will be used at this event?
AIA Iowa and the Iowa Events Center continue to stay up to date on the current COVID-19 guidelines as determined by the United States Center for Disease Control and the State of Iowa. AIA Iowa and the Iowa Events Center will provide hand sanitizing station, increased sanitization of frequently touched items such as doorknobs and escalators and will have masks available.
2. Will masks be required by all attendees?
Yes, masks will be required by all attendees. This includes event registrants, exhibitors, speakers, AIA Iowa staff, and Iowa Events Center staff.
3. How will contact tracing work?
AIA Iowa staff will have each registrant's schedule and will be able to utilize this list for contact tracing. In addition, there will be a sign-in sheet at each table in the dining hall that will ask attendees their name, email, and phone number.
4. How will I know that others attending the event are healthy?
Each type of convention attendee will be required to sign a waiver included within their registration processes stating that if they feel ill or have had a fever in the last 24 hours, they will not attend the event.
5. What actions will be taken if there is an outbreak?
If AIA Iowa receives information regarding an individual(s) has been diagnosed with COVID-19 attendees that participated in the same workshops and sat by one-another at a dining table will be notified via email.
6. How will all event participants be made aware of the protocols in place?
All event participants will be given the same guidelines prior to attend the event when they register to attend, when reserving an exhibit booth, or when applying to present a workshop. In addition, signage outlining the protocols and by way of verbal direction from Chapter Leaders remarks made from the podium.
7. What will be included in the list of protocols?
We will require all attendees to wear a mask, wash hands often, use hand sanitizing stations often, avoid shaking hands, maintain distance as much as possible.
8. How will the Dining Hall be set?
The dining hall will be set to allow for social distancing. Those registered to attend lunch will be provided with a boxed lunch to further protect you and other attendees. Event attendees will be allowed to eat in the dining hall, outdoors, or another part of the Iowa Events Center. The presentations during lunch will be

broadcast throughout the Grand Concourse and Mezzanine through the Iowa Events Center audio system. On Friday during lunch, the Chapter's Annual meeting allow for the counting of votes through the Whova app this ensures that all voting members, regardless of location within the events center will have the ability to vote.

9. How will the Assembly Hall be set?

The assembly hall will be set with multiple of seating styles to allow for social distancing. We will be adding more space by opening an additional airwall. We will be offering a variety of seating options. Attendees will be able to choose based on their level of comfort.

10. How will Workshop rooms be set?

The workshop rooms will be set with distance seating options. All workshops will have a maximum capacity limit that allows for distancing.

11. How will the Exhibit hall be set?

The exhibit hall will be set as in year's past. Due to the nature of an exhibit hall, there is already a high amount of space to allow for social distancing. There will be added signage to control traffic flow as well as signage outlining the safety protocols.

12. How will breakfast, snacks, and cocktail party food be served?

Food will be distributed for these events with multiple service options to ensure the safety of attendees. Depending on the food item it may be either served to each attendee by Iowa Events Center staff or individually packaged.

13. How will door prizes work?

In order to avoid large crowds, door prizes will be distributed in a format with safety measures in place. More to come as we get closer to the event.

14. What if I want to avoid crowded lines?

Arrive at the Iowa Events Center early to pick-up your name badge and to find your seat in the assembly hall and browse the exhibit hall during the early-morning hours.

15. What will the experience be like staying at the Hilton?

The Hilton has been participating in a Clean Stay program since Spring of 2020. Here is an explanation of their protocols used to ensure a clean and safe experience at their hotel,

<https://www.hilton.com/en/corporate/cleanstay/?cid=OH,MB,CleanStayAllBrandsHP,MULTIPR,Tile,Home,SingleLink,i80786>.

16. What is the refund policy?

Due to the nature of this event, we are unable to offer a refund after August 19, 2021. However, to help protect our community and provide peace of mind to all

event attendees, if a registered attendee endures extenuating circumstances that individual may transfer their registration to another individual. If an exhibitor endures extenuating circumstances, please take all measures necessary to find a healthy individual within your company to take your place. If a scenario should arise and you have questions, please email Vicki Scott at vscott@aiaiowa.org or 515.244.7502.

17. What to do if you have further questions that are not listed here?

Please contact AIA Iowa at info@aiaiowa.org or 515.244.7502. AIA Iowa Staff are well educated in these protocols and are always happy to help answer any questions you may have regarding this event.