

**TERMS AND CONDITIONS**

- All registration forms must be returned as soon as possible for organizations to be eligible for appointments. Registration forms will be processed on a first-come, first-served basis; as registrations are confirmed for Appointment-taker status and sessions fill, pending registrations will be wait-listed for appointments. Appointment-taker delegates must be registered no later than the day before the appointment request deadline for each unique session in order to be included in the prescheduled appointment process.
- Individual registration fees include: business sessions with appointments scheduling (Appointment-taker delegates only), Marketplace Passport, and the OnDemand Platform as listed on the website.
- All delegates must be representatives of member companies/organizations whose outstanding monies due ABA or its agents have been paid in full. Membership dues for 2020-21 must be paid to participate in ABA's Marketplace 2021.
- All delegates must be at least eighteen (18) years of age. No one under 18 years of age is permitted at any function, including the Networking and Business Floors without prior consent.
- Requests for delegate name changes and additions must be made in writing or through the online registration system.
- Delegate agrees to indemnify and hold harmless ABA against all claims of damages, losses and charges of any kind, including but not limited to personal injury or illness, resulting from participation in ABA's Marketplace.
- ABA is not liable for any financial losses resulting from participation in ABA's Marketplace.
- All delegates must comply with all ABA policies at all functions. ABA Policy prohibits harassment or discrimination so that ABA may maintain a pleasant working environment for its employees and members, free of any intimidation or hostility. Any violation of this policy will be addressed immediately and may result in termination of attendance privileges. All participants must follow the ABA Virtual Code of Conduct available at [www.buses.org](http://www.buses.org).

**CANCELLATION POLICY**

- In the event that Marketplace is cancelled due to circumstances beyond the control of ABA, such as Acts of God, war, acts of terrorism, government regulations or orders, disaster, strikes, civil disorder, curtailment of transportation facilities, or pandemics, to the extent that it makes it illegal, impossible or impracticable for ABA to provide the Marketplace event, ABA reserves the right to offer a full or partial refund of funds paid, depending on the circumstances of the cancellation, or to apply the funds paid to a future Marketplace event.
- Cancellation requests must be written and will be sent a cancellation verification via email which must be responded to via email by a company representative. When the cancellation verification is received by ABA the registration will be cancelled and a cancellation confirmation will be sent to the delegate. Appointments, the Marketplace Passport and Marketplace services are no longer available to cancelled delegates.
- No refunds will be given for unused services or unattended events. It is your responsibility to submit your cancellation request early enough so that it is received in the ABA office by the below dates.

**REFUNDS FOR ALL DELEGATES**

- Cancellation through April 1, 2021: A refund will be granted with a \$250 cancellation fee per delegate/company. If registration fee has not been paid, the company will be responsible for the \$250 payment.
- No refunds will be granted after April 1, 2021.

**OPERATOR REGISTRATION OPTIONS**
**APPOINTMENT-TAKING BUYER**

A Qualified Buyer represents an established organization that arranges tours. In order to attend ABA's Marketplace, the organization must meet the following criteria:

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| <ul style="list-style-type: none"> <li>• Is scheduling trips and purchasing travel products out of their business area.</li> <li>• Has the ability to provide new business/customer base to ABA travel and equipment industry members.</li> <li>• Makes buying decisions on travel, equipment and business components such as food and lodging for groups.</li> <li>• Representative attending Marketplace actually develops/plans the tours or operates a tour company or motorcoach company with tour department.</li> </ul> | <ul style="list-style-type: none"> <li>• Annually produces a minimum of 24 tour itineraries.</li> <li>• Has been in business for at least 2 years.</li> <li>• Must submit a brief company history as well as a company profile including a list of the organizations the company belongs to and tour itineraries.</li> <li>• Is a reputable firm with a knowledgeable staff that suppliers work with on a regular basis.</li> </ul> |
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**APPOINTMENT-SHARING BUYER**

Appointment-sharing Buyers can alternate the appointment responsibilities with the Appointment-taker. Appointment-sharing Buyers have the same privileges as Appointment-taking Buyers but they do not have access to the Appointment Request area and they do not have their own set of appointments.

**OPERATOR REPRESENTATIVE**

Operators who wish to attend for education, networking events, etc. without participation in the appointment process or access to the virtual Business Floor.

**SELLER REGISTRATION OPTIONS**
**APPOINTMENT-TAKING SELLER**

Appointment-taking Sellers make appointment requests, receive prescheduled appointments and conduct appointments at ABA's Marketplace during virtual business sessions. The Seller sessions are based on the company's membership primary segment. See appointment information for specific days. ABA members are eligible to have one Appointment-taker delegate if registered before the session fills.

**APPOINTMENT-SHARING SELLER**

Appointment-sharing Sellers can attend the virtual appointments with the Appointment-taker. Appointment-sharing Sellers have the same privileges as Appointment-taker delegates but they do not have access to the Appointment Request area and they do not have their own set of appointments.

**SELLER REPRESENTATIVE**

Travel Industry and Associates who wish to attend for education, networking events, etc. without participation in the appointment process or access to the virtual Business Floor.

## VIRTUAL APPOINTMENT INFORMATION

### VALUE-ADD SESSIONS

Tuesday, March 16

Invited Segments | All Appointment-taking Buyers and Sellers Organizations Eligible for Multiple Appointment-takers Based on Marketplace 2020 Buyer Requests

Requests Open | Monday, February 22

Requests Due | Monday, March 8

Schedules Sent | Thursday, March 11

Appointment Day | 10:30 a.m. – 3:30 p.m.

Tuesday, April 13

Invited Segments | All Appointment-taking Buyers and Appointment-taking Sellers

Requests Open | Monday, March 22

Requests Due | Monday, April 5

Schedules Sent | Thursday, April 8

Appointment Day | 10:30 a.m. – 3:30 p.m.

### MARKETPLACE SESSIONS

Buyer will select one of the two Marketplace Session weeks or specific days of sessions. Sellers are invited to participate in both Marketplace Session weeks on their assigned days.

Week of May 24-28, 2021

May 25: DMO/Receptive Operator/Charter Operator Appointments

May 26 OR May 27: Lodging/Attractions/Associate/Allied Appointments (The system will assign these randomly to maintain a equal number per session day.)

Requests Open | Tuesday, April 20

Requests Due | Tuesday, May 11

Schedules Sent | Tuesday, May 18

Appointment Day | 9:40 a.m. – 4:34 p.m. ET

Week of June 7-11, 2021

June 8: DMO/Receptive Operator/Charter Operator Appointments

June 9 OR June 10: Lodging/Attractions/Associate/Allied Appointments (The system will assign these randomly to maintain a equal number per session day.)

Requests Open | Tuesday, May 4

Requests Due | Monday, May 24

Schedules Sent | Tuesday, June 1

Appointment Day | 9:40 a.m. – 4:34 p.m. ET

### BUYER REBATE INFORMATION

#### CRITERIA FOR REBATE FOR BUYERS REGISTERED AFTER MARCH 16

To be eligible for the \$250 USD Rebate, a delegate must:

- Register as an appointment-taking Buyer
- Participate in a minimum of five days of virtual appointments (April 13, May 25, May 26, May 27, June 8, June 9, June 10)
- Complete online Marketplace profile survey

#### CRITERIA FOR REBATE FOR BUYERS REGISTERED BEFORE MARCH 16

To be eligible for the \$250 USD Rebate, a delegate must:

- Register as an appointment-taking Buyer
- Participate in 2 of the 3 Value-Add Virtual Appointment Sessions (February, March, April)
- Participate in 1 of the 2 Marketplace Sessions (May or June)
- Complete online Marketplace profile survey