

Frequently Asked Questions about the 2021 Annual Business Conference

Q: Will my customers attend?

A: While we are not planning for a meeting the size of past Annual Business Conferences, we are seeking to draw the key people from a diverse group of companies throughout the supply chain. By moving to Dallas, a more centrally located venue, we hope to ensure a lively and productive experience for all attendees.

Q: What safety precautions will be in place during the meeting?

A: Health and safety remain our foremost priority, and we continue to monitor all CDC, as well as federal and **local government guidance closely**. Updated information will be posted as plans are finalized. **For information on Healthy Behaviors that Reduce Spread, please read the [newest from the CDC](#).**

Q: What about the conference hotel?

A: Hilton has established a multi-pronged approach designed to meet the health and safety challenges presented by COVID-19. Below are the key components of the company's [CleanStay Commitment](#). Many steps are extensions of the company's existing infectious disease response plan which was in place before the pandemic was declared.

Public Spaces: Surfaces are being cleaned with increased frequency, dedicated staff, and recommended cleaning agents.

Hand Sanitizer: Hand sanitizing stations are being installed at hotel entrances, front desks, elevator banks, and meeting spaces.

Social Distancing: Signage in public spaces will remind guests to maintain social distancing. Partitions are being added at check-in to provide an extra level of precaution for our guests and our associates.

Guest Rooms: All surfaces in guest rooms are being deep cleaned with hospital-grade disinfectants, enhanced laundry protocols are in effect, and non-essential paper goods have been removed from guest rooms.

New Cleaning Technologies: Hilton is partnering with RB, the maker of industrial cleaning brands Lysol and Dettol to execute the [Hilton CleanStay program](#).

Hilton Honors Mobile App Check In: Hilton's mobile technologies provide reassurance and distancing options for guests. Your phone can be used to check in and access your room.

Q: Are the hotel restaurants open?

A: At this time, restaurants in Dallas are operating indoors and outdoors at 50% capacity, Bars may offer seating at 50% capacity while adhering to social distancing guidelines. The three top areas for dining are: The Design District, Uptown and Downtown ([DINING GUIDE](#))

Q: What about masks?

A: Masks will be required in all public spaces including meeting rooms and suites during the meeting. **Dallas, Texas** mandates that residents and visitors wear masks in any indoor space or outdoor space. The masks can be removed while eating/drinking at a restaurant.

Q: What if someone is diagnosed positive for COVID-19 during our stay?

A: The Hilton Anatole has established **detailed procedures** for handling an in-house self-isolating or confirmed COVID guest. We will follow CDC and/or health department guidance regarding notifications.

Q: Will you provide me any PPE items?

A: When you check in at the TFI registration, you will be provided with a wellness kit that will include masks and hand sanitizer. Additional masks will be made available at TFI registration upon request.

Q: Will temperatures be taken of attendees at the event?

A: The hotel is not currently requiring temperature checks of hotel guests. However, they are taking the temperatures of all employees prior to their shifts.

Q: How will the sessions and food and beverage functions be set up?

A: We will follow the CDC guideline of 6 ft. of social distancing at all events, including the general session, and during our meal periods. We will ask that attendees do not move furniture around and to sit in the set-ups we have provided to ensure everyone's safety. When possible, food items will be prepackaged. Plexiglass barriers will be placed in front of all non-prepacked food items; hand sanitizer will be placed on all coffee break stations.

Q: What if I am unable to attend or the conference is cancelled?

A: If for any reason, you are not able to attend, the standard TFI Conference cancellation fees and protocols will apply. If TFI makes the decision to cancel this conference you'll receive a full refund with out penalties.

Cancellations must be received via email to Valerie Sutton, vsutton@tfi.org by April 9, 2021 for a refund of the registration fee (less 25% administrative fee). No telephone cancellations are accepted. After April 9, 2021, all registrations will be non-refundable. No-show attendees will not be refunded. Substitutions may be made by contacting TFI's conference department or on-site. Refunds for payments made by check will be processed within two weeks following the conference.