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.