

## Frequently Asked Questions about the 2020 World Fertilizer Conference

**Q: With COVID-19 travel restrictions, is this really a World Fertilizer Conference?**

**A:** While we are aware that national travel restrictions will likely keep our industry's international clientele from attending, we believe that there is sufficient demand for the resumption of face-to-face meetings in a safe environment.

**Q: Will my customers attend?**

**A:** In a typical year, about 30 percent of the World Conference attendance is from locales outside North America. The remaining 70 percent of delegates hail from the United States or Canada. We anticipate drawing attendees from these companies. While we are not planning for a meeting the size of past World Conferences, we are seeking to draw the key people from a diverse group of companies throughout the supply chain. By moving to a more centrally located venue and reducing our registration fees, we hope to ensure that cost and logistics are not barriers to attendance.

**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:** Marriott 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 Commitment to Cleanliness. 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:** Marriott is rolling out enhanced technologies including electrostatic sprayers to sanitize surfaces throughout the hotel.

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

**Q: What about the status of restaurants?**

**A:** At this time, restaurants in Indianapolis are operating indoors and outdoors at 50 percent capacity, Bars may offer seating at 50 percent capacity while adhering to social distancing guidelines. The hotel restaurant and the Starbuck's Coffee shop in the hotel lobby are up and running.

**Q: What about masks?**

**A:** Masks will be required in all public spaces during the meeting. Indianapolis mandates that residents and visitors wear masks in any indoor space or outdoor space. The masks can be removed while eating at a restaurant. The mask order excludes children under the age of 3, as well as anyone with a medical condition that prevents the use of a mask.

**Q: What if someone is diagnosed positive during our stay?**

**A:** The JW Marriott 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, we will be providing you with two masks and hand sanitizer.

**Q: Will you be taking temperatures of the 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 ensure 6ft of space at rounds and shared tables. We will ask that attendees do not move furniture around and sit in the setups we've provided in order to ensure everyone's safety.

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

**A:** If for any reason, you are not able to attend, you will receive full refund.

Please let [us know](#) if you have questions that are not addressed in this document.