GBTA Conference – Toronto Updated Information

GBTA Conference 2020 – Toronto, originally scheduled to take place on June 8-10, 2020, at the Metro Toronto Convention Centre, was cancelled due to the impact of Covid-19. By order of the Province of Ontario, and with the extension of the Declaration of Emergency to June 30, 2020, the Metro Toronto Convention Centre, as a non-essential business, had been closed over the intended conference dates. By further order, the Province had prohibited public events or social gatherings of more than five people, thereby eliminating the possibility for GBTA Canada to pursue the conference on our scheduled dates. As a result of these actions and the ongoing pandemic, GBTA Conference 2020 – Toronto has been cancelled for this year.

GBTA Conference 2021- Toronto will take place May 9-12, at the Metro Toronto Convention Centre. Any registrations, exhibits or sponsorships secured from the original 2020 dates, will be automatically transferred and applied to the 2021 dates. No further action is required on your part.

Conference Registration:

GBTA Canada will send updated confirmation of registration for GBTA Conference 2021 – Toronto by December 30, 2020, to those previously registered for 2020. You may consider this notice as confirmation that your registration funds will be directly transferred and applied for May 9-12, 2021.

For any registration related concerns, questions or refund requests, please contact via e-mail, Ann Corbitt at acorbitt@gbta.org
What if I want to transfer my registration to a different attendee?

With your 2020 registration being transferred to 2021, and you are unable to attend, GBTA will permit a complimentary substitution until December 1, 2020. To initiate a substitution, please e-mail Ann Corbitt at acorbitt@gbta.org with the following information:

- Original Registrant's name
- Original Registrant's email address
- Original Registrant's confirmation number
- Name and email address of the substitute

GBTA Registration Customer Service will respond with further instructions. All substitution requests must be received no later than December 1, 2020. For additional questions on transfers, you may contact Ann Corbitt at 416-526-5859.

What should I do if I received a message from someone claiming to represent GBTA about the GBTA Conference 2020 - Toronto being moved online/virtual and asking me to pay for access?

Please be cautious—this may be an example of an emerging scam targeting attendees of many of the large events and gatherings that have been cancelled around the world due to COVID-19 concerns.

My company requires that I take the refund option. What are the refund guidelines?

All refund requests must be submitted by the registered organization or credit card holder and include the name of the attendee, no later than October 1, 2020. Please CLICK HERE to access the refund request form.

- Please allow up to 90 days for your refund to process.
- Annual memberships and service fees are nonrefundable.
- Refunds will be issued to your original form of payment, unless there is a specific reason why that is not possible, which we ask you to note on the form.
- We ask you to provide a secondary contact within your company to confirm the refund payment method. This is necessary for audit purposes.

If you have any further questions, please contact acorbitt@gbta.org.
Exhibits and Sponsorships

GBTA Canada will automatically transfer all contracted 2020 exhibits and sponsorships to May 9-12, 2021. You will be contacted directly by your GBTA Business Development contact with the full details by **November 30, 2020**. If you have any questions related to your sponsorship or exhibit prior to being contacted, you may reach out to Heather Haley, SVP Global Sales Operations at hhaley@gbta.org

GBTA Canada sincerely appreciates the support of our industry throughout this difficult time. We remain committed to delivering the top-rate forums for business travel & meetings management education and networking. Please visit our conference site for more information on our 2021 program as it develops, canadaconference.gbta.org. Feel free to also reach out to Nancy Tudorache, Regional Vice President, Canada, for any additional questions at ntudorache@gbta.org or via phone at 416-840-6128.