



Dear Dairy Challenge Volunteers,

We appreciate your support and encouragement following our difficult decision to cancel the 2020 National Dairy Challenge Contest and Academy. It is comforting to hear that you agreed this was the right decision for the health of our attendees and those locally supporting the event. Many hours were dedicated to preparing for the national contest and we regret we were not able to come together for this capstone experience.

I know many questions have been raised about what happens next, so we'd like to address some important details related to the cancellation.

Registration Fees:

In light of the situation we are offering the option for refunds on your registration-related purchases. This includes shirts, meal tickets, Lambeau tour tickets, and game rentals. This does not include fees from Eventbrite or PayPal. Some have recognized that Dairy Challenge will have some losses and revenue opportunities that won't likely be realized, and as such have already offered to treat their registration fees as a tax-deductible donation to NAIDC (a registered 501-c(3) non-profit organization). If you would like to do the same, you don't have to do a thing.

Regardless of your choice, we greatly appreciate your willingness to support the Dairy Challenge!

To request a refund:

1. Find your order on the Tickets page in [Eventbrite](#). After you log in to your Eventbrite account, access the account menu, and click Tickets to find your order.
2. Choose "Request a Refund."
3. Fill out the contact form and select "Continue." Use the drop-down menu under "Refund Reason" to choose a reason for your refund, along with a short message explaining your request. Hit "Continue" once every field is filled out.
4. Review your request and hit "Submit Refund Request."
5. When the refund is issued, it may take up to 5 business days to show up in your account.
6. **All refund requests should be completed by April 1, 2020.**

7. If you have questions about the refund process, you can hit the CONTACT THE ORGANIZER button for assistance.

For complete step by step instructions go here:

https://www.eventbrite.com/support/articles/en_US/How_To/how-to-request-a-refund-for-an-order-purchased-with-paypal?lg=en_US

Housing reservations:

The Hyatt and Hampton in Green Bay are honoring cancellations. If you made a reservation for Dairy Challenge, I encourage you to contact the hotel at your earliest convenience to cancel. Judges, if we booked a room for you, you do not have to do anything. We are taking care of canceling the reservation for you.

Sponsorships:

Please know your sponsorship dollars are still at work! Though we were not able to host the national event, NAIDC maintains its commitment to developing tomorrow's dairy leaders. We are actively considering new ways to deliver valuable programming and enhance student development/networking through remote channels. Please watch our web site and your emails for additional information.

We understand this is a challenging time and are here to answer any questions you may have.

Thank you!

Like many of you, we are navigating uncharted waters. Despite our event being canceled, we are maintaining our commitment to developing tomorrow's dairy leaders. NAIDC is actively considering ways to deliver valuable programming and enhance student development and networking through remote channels. We

Don't be afraid to be transparent with your donors about the challenges your organization will face due to canceled events, low ticket sales for performances and cultural attractions, reduced attendance at weekly services, and other factors due to the coronavirus. Your supporters want to know how

the causes they care about are faring, and earnest communication about your challenges allows them to give you the support you need.

We would like to address important details related to the cancellation.

Registration related fees:

Although our policy indicates that fees are non-refundable, we are waiving this and are prepared to refund your registration fees. Simply go to the Eventbrite site at _____ and select cancel.

Housing reservations:

Hotels are honoring cancellations. Please

Judges, if we booked a room for you, you do not have to do anything. We are taking care of canceling the reservation for you.

Networking opportunities:

Dairy Careers site

Educational opportunities:

Saturday seminar speakers

We understand this is a challenging time and are here to answer any questions you may have.

Resources

[CDC Coronavirus Information](#)

[WHO Coronavirus Information](#)

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and other factors due to the coronavirus. Your supporters want to know how the causes they care about are faring, and earnest communication about your challenges allows them to give you the support you need.

Meeting professionals should review those contracts and determine whether there is any contract provision — typically the force majeure provision — which may excuse the group's performance based on COVID-19.

As with any force majeure provision, the burden of proof will be on the party — group or facility/vendor — which elects to enforce its rights under the provision. That means that the cancelling party (or the party which seeks to perform but in a reduced manner — see below) must show:

- 1) that COVID-19 falls within the list of unforeseen items listed in the force majeure provision (such as Acts of God, weather, fire, etc.) and that if it does, 2) that COVID-19 impacted performance in such a way as required in the provision, such as impossible, illegal, or commercially impracticable — the latter of which is my preference.
- 2) If the group can prove both elements of the provision, it can take the position that its performance of the contract is excused and that no cancellation fee is due. Every contract and every circumstance is different, so there are no general rules when it comes to whether a force majeure provision in a contract will excuse the group's performance — the group must consult its attorney to determine its rights under each contract.
- 3) Essentially, the argument is “some business is better than no business” and both parties have an interest in working together.
- 4) So, it is critical that meeting professionals review their event cancellation insurance policies carefully with its legal and leadership teams to determine coverage. And for meeting professionals considering purchasing event cancellation insurance for upcoming meetings, they will likely find that any coverage for infectious or communicable diseases may be further limited including an exclusion for COVID-19.

