

VAM Exhibitor/Sponsor FAQs as of: 4/17/20

Why was VAM20 canceled?

After continuing to monitor the current trajectory and impact of COVID-19 in the US and Canada, as well as the likely aftermath for our members in the months to follow the peak wave, the SVS Executive Board has made the decision that it is impossible to move forward with holding VAM 2020 in Toronto.

The health and safety of SVS members and constituents, and the patients for whom they provide care, has been, and remains, our # 1 concern. Understanding the needs of our members and stakeholders, and supporting them to meet this challenge, is the # 1 priority of the Society.

Just as we are all forging ahead taking care of patients, and providing vital service to our communities, the SVS is forging ahead with its central mission **to advance excellence and innovation in vascular health through education, advocacy, research and public awareness**. SVS is very excited to announce that the Program Committee and SVS Postgraduate Education Committee have crafted a compelling series of programs built from the best science and education from VAM 2020 and the Society will deliver this to you via interactive online forums over the summer months. Stay tuned for details regarding the **SVS ONLINE** programs and keep connected with the SVS community!

For additional information, please read our **[Frequently Asked Questions](#)**.

Frequently Asked Questions

Please access the SVS official cancellation letter **[HERE](#)**.

Will the 2020 Vascular Annual Meeting continue in a virtual format?

The planners for the 2020 VAM had developed an exciting meeting, featuring new science, new programming, and activities for residents and medical students. SVS is exploring options to provide a virtual educational event showcasing the key programming planned for the 2020 Vascular Annual Meeting. More information on these plans will be shared soon.

Will any online programming featuring content developed for VAM20 carry CME credit?

Most of the programming that would be provided virtually would carry some CME credit. For industry partners who have generously supported the VAM through educational grants, we hope we can still count on you to help us bring the exciting programming to our members.

Will there be opportunities for industry partners to continue to provide sponsored education?

The SVS is committed to providing a broad educational experience to SVS members and does plan to include industry-sponsored programming in the virtual program.

How will decisions around VAM be communicated to members and industry partners?

SVS will provide additional information on these plans soon on the SVS website (vascular.org), through the PULSE (an internal, weekly email newsletter), and directly with industry partners.

Will the virtual program feature the General Resident and Medical Student Program or the Vascular Trainee program?

Final decisions on the content featured in the virtual program have not been made at this time. As decisions on the programming are made over the next few weeks, this information will be communicated on the SVS website (vascular.org), through the PULSE, and directly with industry partners.

Will SVS still need support from industry partners to support this transition from a live event to an online event in the coming months?

SVS needs the continued support of our corporate partners now more than ever. As we develop solutions to bring the best of the science and education from VAM20 to our members, as well as educational programming around VAM, we hope we can still count on sponsorship and educational grant support for the virtual meeting. The virtual space may bring new opportunities for collaboration and we look forward to exploring those with our industry partners in the coming months.

How do I learn more about corporate opportunities for the virtual program?

Contact Sara Hoopes, SVS Corporate Relations Director, at 312-334-2337 or via [email](#).

Online Education/Virtual Trade Show

Is a virtual event planned for a later date?

SVS is exploring options to provide a virtual educational event showcasing the key programming planned for the 2020 Vascular Annual Meeting. More information on these plans will be shared soon. SVS is committed to the educational needs of its members and will provide additional information on these plans soon on the SVS website (vascular.org) and through the PULSE.

Will there be an Exhibit component in the virtual platform?

Yes! SVS is excited to announce a virtual trade show experience that will be available over the course of the meeting and beyond. All companies, no matter if they were confirmed to participate in VAM20 or not, will have an option to participate in the virtual product showcase for a nominal fee. Final details, including a list of Vascular Live presentations will be promoted as information becomes available.

What if my company paid for a sponsored presentation such as Vascular Live and Breakfast/Evening Satellite Symposia?

The SVS Program Committee is working hard to develop what the virtual content will include. It is anticipated that there will be an opportunity for Vascular Live and Breakfast/Evening satellite symposia events to be included. SVS will reach out to each sponsor as details are finalized.

Cancellation Process

Will exhibitors be refunded for booth space?

In response to this unprecedented situation, SVS has adjusted the published policy for this one year only and will refund exhibitor booth space in full. All requests for refunds must be made in writing on your company's letterhead and all refunds will be processed by May 30.

Or, you may choose to defer VAM20 payments to VAM21. All confirmed exhibitors will receive an email from our exhibit management company, Corcoran Expositions, offering the option to defer VAM20 payments to VAM21, which will include a response date of April 28. These emails will be sent next week. If you plan to choose this option, a letter on your company letterhead will not be required at this time.

Will paid Exhibitor registration fees be refunded?

All exhibitors who registered booth personnel and paid for additional badges will be refunded in full. All refunds will be issued in the manner they were paid.

Will Exhibitors be refunded for hotel costs?

SVS will not refund hotel costs. Exhibitors who booked hotel rooms through our official housing agency, MCI USA, were not charged a deposit at the time the reservation was made. All reservations made through MCI USA will automatically be canceled. Exhibitors who made hotel reservations on their own should cancel directly with the hotel. If you have questions about your reservation made through MCI USA for VAM20, please contact them at 866-546-4299 (US) or 972-349-5403 (International) or via [email](#).

Will Exhibitors be refunded for airline tickets?

SVS will not refund individual airline ticket costs. Please contact your airline or travel agent directly regarding ticket cancellations. If you purchased travel insurance, please contact your provider for information on submitting a claim. Many airlines are waiving change fees and updating their policies daily. Please work directly with your airline.

How do I cancel services for electrical, rigging, catering, and Wi-Fi placed?

Exhibitors who placed orders through the online exhibitor manual are encouraged to cancel directly with the appropriate supplier (Metro Toronto Convention Centre, Freeman, caterer, etc.).

How do I cancel my order for booth furnishing (carpet, graphics, etc.) with Freeman?

All orders through Freeman for booth furnishings, carpet, etc. may be directed by [email](#).

I have shipped my booth/materials to the Freeman warehouse, what must I do to have them returned?

Freeman has advised that they have not accepted any advance warehouse freight. The warehouse was not able to accept freight until May 20 so please contact your freight company to return your shipment.