

Official Announcement 17th March 2020
UK Games Expo Postponed to August
Version 3 26-03-20

In view of the current Covid-19 virus pandemic, the directors of UK Games Expo have decided to postpone the 2020 UK Games Expo until Friday 21st to Sunday 23rd August.

This decision has been made after considering national advice and government directives with regard to the Covid-19 virus pandemic, the expected closure of large venues and the probable duration of the infection. This decision has been made following consultation with sponsors, show partners and our venues.

We consider that a postponement at this stage maximises the chances to both protect the health and well-being of all our attendees and hold a successful show in 2020 so that participant exhibitors sustain the least disruption and financial difficulty.

We understand that this decision will impact everyone in different ways and will have a financial impact on some. We can only apologise for this and assure you that we are working with all our providers and hotels to help with these costs.

ALL VISITORS AND EXHIBITORS WHO CANNOT ATTEND THE NEW DATES FOR ANY REASON WILL RECEIVE A FULL REFUND OF TICKETS AND STAND FEES.

Both of us and the rest of the team would personally like to thank those individuals who have offered advice and support in recent days and the wider community whose engagement and enthusiasm mean so much to us.

As a special note we are aware that the new dates for the show will coincide with the dates for Tabletop Scotland. The choice of available dates for all the contracted services we need to run the show were very limited and in fact this date was the only viable option. We have spoken to Duncan and Dave from Tabletop Scotland and apologised to them. They were amazingly gracious and we are working with them to ensure they suffer no financial loss and that their revised plans for Tabletop Scotland later in 2020 meet with success.

We have created postponement documentation to help with any questions. Please make sure you read the section of the postponement documentation that is relevant to you as it will give you the best answer. The sections are: General Questions, Visitor, Exhibitor, Volunteer, Tournament Organiser, Live Event Act or Workshop/Seminar Host.

Sincerely,
Richard and Tony
UKGE Directors.
17th March 2020.

General Questions

Why didn't you cancel? Surely your insurance would pay?

If the UKGE had unilaterally cancelled the event it would be liable for all the contracted costs. This would mean UKGE would incur losses of around £700,000 in this financial year. This would have meant the end of UKGE.

While UKGE has extensive insurance for Force Majeure events, after the SARS virus, obtaining insurance for pandemics became very difficult. This is especially difficult for large events which can be very vulnerable to these kinds of disruptions. As such UKGE is not insured for pandemics. We anticipate that going forward it will now become even more difficult to obtain such insurance, if not impossible.

Why not wait?

If the government bans mass events then the various contracts, of which there are about 30, all have different clauses for that eventuality. UKGE incurs a sliding scale of costs which become much higher the closer to show dates those clauses are invoked.

For example: if events were banned 4 weeks from the show, the UKGE would still be liable for about £450,000 costs for the year but would take £0 in income. In addition exhibitors would have to order stock, book staff and accommodation and attendees would find it more difficult to change plans and recoup costs.

UKGE has a set of risk profiles for the various scenarios that we have drawn up and it became clear over the past 14 days that the best decision for our exhibitors, attendees and the UKGE itself was to postpone the show.

This has the least impact for all of those involved. Please note that we are not saying it has "no impact", just the least impact of the choices available.

Visitors

I booked tickets for UK Games Expo before March 20th. Do I need to do anything if I still want to come?

Yes you do. To keep your tickets for entry and events please visit your customer account on the website: <https://www.ukgamesexpo.co.uk/account/orders/> You will find an option to **'Keep my Orders'** Please select the "keep my orders" button and your order will be maintained for the August show.

Please ensure you have done this by Monday 27th April. On Monday 27th April we will cancel orders for visitors who have not selected this option. All orders will then be refunded automatically to your account.

I booked tickets for UK Games Expo before March 20th. I cannot attend the new dates, can I get a refund?

Yes you can. You do not need to do anything to make this happen. On Monday 27th April we will cancel orders for visitors who have **not** selected the **'Keep My Orders'** option in their account. All orders will then be refunded automatically to you.

I want to come to the show. Can I book a ticket?

Ticket sales will be suspended while we confirm new event timings and to manage the change over of dates. When tickets are made live again you will then be able to order tickets as usual.

Will I still be able to adjust my order or add to it?

Not until tickets sales are made live again after we have confirmed new event timings and managed the change over of dates.

Will there be any changes to Tournaments, Organised Play and Live Entertainment events?

It is possible that there will be some changes. Please monitor our social media channels, website and newsletters for details. Any events or live shows will of course be subject to our standard refund policy. So you can always get your money back!

I booked a hotel room for the May dates, what can I do about it?

This will depend on how you booked your room.

The Hilton Hotel have said they will cancel and refund individuals who have booked via the link on our website.

If you have booked via other means, cancellation policies may vary. Please contact the service you have used. If you have booked your room through BCD M&E using the online hotel page on our website, please click here to cancel your reservation <https://www.HotelMap.com/cancel>

Or alternatively contact the dedicated team at BCD M&E by emailing sarah@bcdme.com or calling +44 0203 238 7133

Exhibitors

I have booked a stand already for the 2020 show. How does this affect me?

We have transferred all bookings from the original May dates across to the new August dates. Your stand remains in the same place with the same stand numbers.

Your costs remain the same. All sponsorships remain unaffected. Any payments you have made will be allocated to this booking.

Does the postponement affect the due dates for payments?

We are extending the due date for balance of payments to 31st May and your help in paying these on time will ensure we can pay the NEC and other suppliers.

I am unable to attend the new dates. Can I get a refund?

Yes you can providing you email us before 31st May 2020. To discuss this further please email Tessa on admin@ukgamesexpo.co.uk

Can I discuss my stand location or size and other aspects of my booking?

Yes you can. To discuss this further please email richard@ukgamesexpo.co.uk

I had previously cancelled my booking due to Covid-19 can I rebook a stand?

Of course you can. To discuss this further please email richard@ukgamesexpo.co.uk

Will there be any impact on the 2020 Awards Deadlines?

We understand that Covid-19 has affected manufacturing of awards and also the ability of exhibitors to dispatch entries. Thus we will extend entries by 6 weeks to 30th April 2020.

Volunteers

I have applied as a Volunteer for the show. Can I still undertake this role?

We certainly still need our army of volunteers. Our Volunteer Managers, Simon and Andy, will keep you all updated on changes. Please be patient while they work through the changes and how that will impact the show. They both have day jobs and it will take some time for them to deal with the changing information.

What if I can't make those dates?

We understand that the changes may affect many of you who normally work with us. We understand this entirely and no one at UKGE will think any less of you and it will not affect any future applications to volunteer for the show if you cannot make this year's show.

Tournament Organisers and GMs

I have submitted and been accepted to run events at UKGE. Can these still run?

Yes indeed they can. Richard (organised play) and John (Roleplaying Games and LARP) will communicate any changes and answer any queries you may have.

Live Entertainment Act

I had submitted and been accepted to run Live Events at UKGE. Can these still run?

We are aware that our new dates fall in the middle of the Edinburgh Fringe. However we will be talking with you about what is possible.

Seminar and workshop host

I had submitted and been accepted to run Seminar Events at UKGE. Can these still run?

We expect that these events can run. Millie, our Seminar Manager, will communicate any changes and answer any queries you may have.

Awards Judges

Will there be an extension to the awards judging deadline to reflect the potential disruptions to judging in the current period?

We will be in touch with all judges to inform them of an updated cut off for judging.