

Official Announcement 27th April 2020

UK Games Expo August Show Cancelled

Version 2 29-04-20

UK Games Expo 2020 was originally planned for May 2020. In March we announced that due to the Corona Pandemic we were postponing until August 2020.

Since making that announcement we have been monitoring the situation with regard to the current Covid-19 virus pandemic. After long deliberation and with great reluctance, the directors of UK Games Expo have decided to cancel the 2020 UK Games Expo. 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. We reached our conclusions following consultation with sponsors, show partners and our venues.

We consider that a cancellation at this stage maximises the chances to both protect the health and well-being of all our attendees but also the financial viability of our exhibitors and the UK Games Expo itself and gives the best opportunity for attendees to recover any secondary costs. This allows us the best opportunity to hold a successful show in 2021.

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 ARE ENTITLED TO RECEIVE A FULL REFUND OF TICKETS AND STAND FEES.

YOU HAVE THE OPTION TO ROLL FORWARD YOUR ENTRY TICKET AND STAND FEES TO 2021. (FOR FURTHER DETAILS SEE BELOW).

Both of us and the rest of the team would personally like to thank those individuals who have offered advice and support in recent weeks and the wider community for your continuing support. We are all very disappointed and saddened that we can not bring you UKGE this year.

We would again like to thank the organisers of Tabletop Scotland who selflessly made their dates available in August 2020 for UKGE. We hope that their revised plans for Tabletop Scotland later in 2020 as well as future events meet with success.

Please make sure you read the section of the cancellation documentation that is relevant to you as it will give you the best answer to your question. The sections are: General Questions, Visitor, Exhibitor, Volunteer, Tournament Organiser, Live Event Act or Workshop/Seminar Host.

Sincerely,
Richard and Tony
UKGE Directors. 27th April 2020.

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General Questions

Why not wait to see if an August show is possible before you cancel?

We have been closely monitoring the international and national situation and there is no indication that mass public events will be allowed in August. UK Government ministerial briefings clearly imply that large events will be the last type of event that restrictions will be lifted on. Throughout the rest of Europe large events have been banned up until at least September with several nations suggesting that no large scale events will be allowed before the winter. As time runs short, it is becoming increasingly difficult to plan a show which changes in composition as cancellations occur or new restrictions apply. The financial risk to continue is increasingly poor for all parties (UKGE, exhibitors and even visitors are affected by uncertainty). Therefore it seems to us that a summer 2020 show is now untenable

UKGE has a set of risk profiles for the various scenarios that we have drawn up and it became clear that the best decision for our exhibitors, attendees and the long term viability of UKGE itself was to cancel 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.

Will your insurance cover any losses UK Games Expo sustains?

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.

If you are not covered by insurance how viable is UK Games Expo as a business?

UK Games Expo has always exercised a significant degree of caution and prudence in financial planning. As a result the event does have long term viability even allowing for possible economic disruption.

This is not saying that it will be easy for us to get through the coming months- quite the opposite. By the time we reach the next show we will have used up all our reserve funds and have taken on a significant loan. However with the support of exhibitors reserving funds in the show as well as those visitors who have retained their tickets and rolled them forward we are able to project a situation that means the show survives.

We are grateful for our sponsors and partners who have shown the confidence to confirm attendance at the 2021 show.

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Visitors

I booked tickets for UK Games Expo. 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 booked tickets for the August show or rolled my May tickets forward. Will I get a refund?

Once the 27th of April refunds have been processed all remaining tickets will be set for a refund on 29th May. However you can roll forward door entry tickets to the 2021 (See below). Indeed we are grateful for anyone who is able to do this as it does help with keeping the UKGE going.

Please note that ALL event tickets will be refunded on 29th May as we cannot confirm days and times of the events for next year’s show at this time.

How do I roll my ticket over?

To roll over tickets for **entry** 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 2021 show.

Note we will cancel **event tickets** and refund those as we need to work through all the events for 2021. These will go on sale early in 2021.

I want to come to the 2021 show. Can I book a ticket?

Ticket sales for the 2021 will go on sale once we have processed all refunds and conducted our year end accounts. Please follow on Facebook or sign up for the newsletter to hear when this happens.

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

Once all refunds have been processed (June) you can contact us and we can remove unwanted tickets. However we can not add any tickets at that time.

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

We will be working through every event over the autumn and winter, preparing to launch a new programme in early 2021. So all events will go offline now. Please monitor our social media channels, website and newsletters for details.

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I booked a hotel room for the August 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. This will happen automatically over the next few days. A new link will go online in June 2020 for next year's show. We will announce this at the time.

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

If you have booked via other means, cancellation policies may vary. Please contact the service you have used.

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Exhibitors

I have booked a stand already for the 2020 show and made a partial/ full payment.

How does this affect me?

The default option is that you wish to roll your payment over to next year's show.

(Please note we have to pick a default and we fully understand you may require your funds back). However we need every exhibitor to login to their exhibitor portal and do one of the following:

1. You can receive a full refund of any fees paid. This will be processed in June 2020
PLEASE FOLLOW THIS PROCESS EVEN IF YOU HAVE ALREADY EMAILED US.
 - a. Please visit your exhibitor portal.
 - b. The amount you have paid is displayed in your orders section
 - c. Request a refund and enter the amount you wish to have refunded
 - d. Enter the bank details for where you wish to have the refund deposited.
 - e. CHECK THE BANK DETAILS CAREFULLY (UKGE accepts no responsibility if you enter the wrong details)

2. You may carry forward your booking and your payment **in part** (in effect leaving a deposit on the stand) to the 2021 show. This will be processed in June 2020
Exhibitors fees left in will be credited against the fees due for the 2021 show. To request a partial refund **PLEASE FOLLOW THIS PROCESS EVEN IF YOU HAVE ALREADY EMAILED US.**
 - a. Please visit your exhibitor portal.
 - b. The amount you have paid is displayed in your orders section
 - c. Request a refund and enter the amount you wish to have refunded
 - d. Enter the bank details for where you wish to have the refund deposited.
 - e. CHECK THE BANK DETAILS CAREFULLY (UKGE accepts no responsibility if you enter the wrong details)

3. You may carry forward your booking and your payment **in full** to the 2021 show.
Exhibitors fees left in will be credited against the fees due for the 2021 show. To leave in the full amount, login to your exhibitor account and tick the box "Carry Over All My Funds".

To request a partial refund please follow step one above and enter the amount you wish to receive back the remainder will be held over for you.

If I leave in my fee/deposit can I keep the same stand location?

We will honour the current agreement on stand fees and orientation and size. Where possible 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.

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If there is some issue with the stand location (such as if the configuration of halls changes etc) Richard will contact you directly to discuss this.

Does the cancellation affect the due dates for payments?

The due date for balance of payments for the 2021 show will be on 31st March 2021. You can however pay any outstanding balance any time you wish before that date.

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?

You can book a stand for the 2021 show once we have processed all refunds and conducted our year end accounts. You will be emailed when this is possible. To discuss this further please email richard@ukgamesexpo.co.uk

Will there be any impact on the 2020 Awards Deadlines?

Even though we are not holding a UK Games Expo in 2020 we will announce both shortlisted games and Judges Award winners in August 2020.

We understand that Covid-19 has affected manufacturing of awards and also the ability of exhibitors to dispatch entries. Thus we extended entries to 8th June 2020. As we are not currently staffing the UK Games Expo office we ask that you do not send us games at the present time. Please

- a) Ensure your games is submitted via your exhibitor portal
- b) Arrange for games to arrive between 1st and 8th June at our office.

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Volunteers

We thank you for your dedication to UKGE and we will require volunteers for next year. However we will cancel all this year's applications and you will need to re apply when these go live. Please either follow on Facebook or sign up to the newsletter to be notified.

Tournament Organisers and GMs

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

Most likely. However, all events will need to be re-submitted later in the year. We will be in touch about this via email or social media.

Live Entertainment Act

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

We will be talking with you about the new show dates for 2021.

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 in 2021. 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.