



CANADIAN SCHOOL OF  
HYDROCARBON MEASUREMENT

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March 12, 2020

## Postponement FAQ

In light of the ongoing COVID-19 response in Canada the CSHM has made the decision to postpone the School. The safety and health of our participants, instructors and exhibitors is our top priority and we did not arrive at this decision lightly. Here are some quick answers to your most pressing questions.

### General Questions

Will I get a refund for my registration?	At present we are NOT offering refunds as we are not cancelling the School. We are postponing the School.
What is the new date of the School?	We are not certain of the new date at this time. There are many factors that need to be considered prior to making this decision with the health and safety of our attendees, committee members, exhibitors, instructors and our vendor employees coming first.
Can I get a refund on my hotel room?	You will need to contact the hotel directly as this will fall to their policy.
When will we know the dates of the new CSHM?	We are also disappointed that the School is cancelled, and we are just as excited to kick off the next School when the time is right. You will know the new date as soon as we do.
What does this mean for next years School?	Currently, we are not anticipating this to impact the 2021 School.

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**ADDRESS** Bankers Hall  
PO Box 22121  
Calgary, AB T2P 4J5  
**PHONE** 403.294.1644  
**EMAIL** [info@cshn.ca](mailto:info@cshn.ca)  
**WEB** [www.cshn.ca](http://www.cshn.ca)



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### Exhibitor Questions

<p>My display has already shipped, how can I get it returned?</p>	<p>For shipping assistance/guidance, please contact the following at the CTCC:</p> <p>Randy Kennedy <a href="mailto:randyk@calgary-convention.com">randyk@calgary-convention.com</a> (403) 261-8583</p> <p>Wes Moros <a href="mailto:wesm@calgary-convention.com">wesm@calgary-convention.com</a> (403)-218-7895</p> <p>There will be no storage and handling fees although Exhibitors are responsible for their own shipping costs. CTCC has offered to assist with shipping labels. Please speak to Randy or Wes accordingly.</p>
<p>I'm hosting a hospitality event, is there support available to move this?</p>	<p>We recommend contacting the venue that you booked your hospitality suite with and work with them directly.</p>
<p>Will I get a refund on my booth?</p>	<p>At present we are NOT offering refunds as we are not cancelling the School. We are postponing the School.</p>
<p>Will we get a refund on additional sponsorship?</p>	<p>At present we are NOT offering refunds as we are not cancelling the School. We are postponing the School.</p>

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I paid for services during the event, will those be refunded (for example internet, extra chairs, cables, etc)?	This will automatically linked to your Exhibitor registration so there is no need to do anything at this time.
Will I have to register again for the rescheduled school?	We will communicate these details as we are closer to the new date.
Can I expect the same attendance and exposure at the rescheduled school?	While we can not guarantee numbers year to year the School is dedicated to offering value to their Exhibitors. The rescheduled School would be no different. We believe that the new date will result in higher numbers than should we have kept our original date.

#### Instructor Questions

What if I cannot make the new dates for the School?	We would have to find a replacement for your timeslot.
Can I get a refund on my hotel room?	You will need to contact the hotel directly as this will fall to their policy.
Is my paper guaranteed to be in the rescheduled school?	If you have already been approved by the Program Committee we will use the existing program as a starting point. The Program Committee will communicate with you directly closer to the new date.

**Still have questions? Please contact either Jen or Brandy:**

Jennifer James

Event Producer

[info@cshM.ca](mailto:info@cshM.ca)

403-294-1644

Brandy Hunter

Executive Director

[brandyhunter@outlook.com](mailto:brandyhunter@outlook.com)

403-616-8874

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PO Box 22121  
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