



April 29, 2020

A message from CAI

In the past several weeks, the CAI community—just like the rest of the world—has faced uncertainty and unease during the COVID-19 pandemic. We've all asked ourselves: How can I stay safe and healthy? How will my finances be impacted? When will life return to normal?

We've also witnessed the incredible strength, perseverance, and dedication exhibited by first-line responders and essential workers. CAI members can be counted among those showing the true value of leadership. Community association volunteers, managers, and business partners have been working tirelessly to build a place where people come together to support one another.

We would love nothing more than to gather in person to honor, support, and learn from each other during this crisis. That's why we're disappointed to inform you that the 2020 CAI Annual Conference & Exposition: Community NOW, scheduled for June 10–13, in Hollywood, Fla., has been canceled.

For more than 30 years, CAI's Annual Conference has been an opportunity to delight our attendees and show above-and-beyond the outstanding and reputable customer service, education, and resources that we offer. Each year, we are proud to host an event where we bring together thousands of community association leaders and professionals from across the globe to connect, share insights and best practices, form meaningful relationships, and most importantly, celebrate community associations.

As we weighed the decision to cancel an event of this size and importance, we understood that doing so would create a void and hardship. We are confident, however, to meet our own high expectations for a world-class event and to keep attendees safe, we've come to the right conclusion.

During the next few weeks, CAI staff will work closely with our registered attendees, sponsors, and exhibitors to communicate the options and plans that we will put forward.

Registered attendees are being offered three options: a full refund; the opportunity to transfer to next year's conference at the 2020 rates; or the opportunity to transfer funds to other CAI education events, courses, or resources. All registered attendees should contact Holly Carson, CAI's director of meetings at HCarson@caionline.org | (703) 598-7938.

Sponsors and exhibitors also are being offered three options: a full refund; the opportunity to transfer to next year's conference at the 2020 rates; or the opportunity to transfer funds to other available advertising opportunities. All registered sponsors and exhibitors should contact Lauren Piontek, CAI's director of advertising at LPiontek@caionline.org | (443) 928-8840.

We also will be working to schedule and plan required meetings that normally occur during Annual Conference, including Board of Trustees and committee meetings, the CAI Annual

Membership Meeting, and the individual Membership Representation Group meetings. We will keep you up to date as those plans are finalized.

While we know that you share in our disappointment, we want you to know that we are proud of the great work that's being done in our communities worldwide. We're witnessing countless examples where community associations have become the leader and positive example in building neighborhood spirit, boosting hope, and offering ways to cope for millions of residents.

We believe you play an important role in helping us communicate our plans and will help us prepare for the 2021 CAI Annual Conference & Exposition, scheduled for May 5–8, in Las Vegas. In typical CAI fashion, we'll be rolling out the red carpet for our guests at Caesars Palace, and we're confident it will be an event that you won't want to miss.

As always, I am here and available to answer questions and concerns.

Best,

Tom

Thomas M. Skiba
CAI Chief Executive Officer