

Frequently Asked Questions

1. Will I need to wear a mask at the event?

As per the Boston city mandate, mask wearing is now a city requirement for all indoor events apart from when actively eating or drinking. We will have masks readily available throughout the event and at badge pick up.

Informa staff will be wearing masks and contact areas, such as badge pick up, will include individual plexi glass stations and staff will be in PPE.

2. I'm a speaker; will I need to wear a mask during my presentation?

Speakers who are giving solo presentations will not need to wear a mask once at the podium. All of our audio visual equipment, including microphones, will be fully sanitised between uses.

3. I'm speaking on a panel; will I need to wear a mask?

Should we have enough space, panel chairs will be distanced, and therefore, a mask will not need to be worn. However, where distancing on stage is not possible due to stage size – you will need to continue to wear a mask during the panel – your Informa room monitor will let you know if a mask will need to be worn during your panel.

4. I'm an exhibitor; will I need to wear a mask in the exhibit hall?

Yes, as per Boston City mandate, masks must be worn indoors at all times unless actively eating or drinking. Masks are readily available at the badge pick up area

5. Will I need to show proof of vaccination or a negative test before entering the event?

Yes, we require you to show either your proof of double or full vaccination or proof of a negative (PCR test or Antigen test) taken within 72 hours of arrival at the event.

6. Does it need to be a specific type of COVID test?

No, it can either be either a PCR or Antigen test.

7. How will I show my proof of vaccination or negative test, and what proof will be accepted?

We will be making a visual in-person check of vaccination proof /negative test on arrival at the badge pick up area. We do not wish to transmit or store health data electronically, and so all checks will be done in person at the badge pick up area. This means we are unable to do this in advance.

We will need to see your ID and then proof of vaccination. This can be the vaccination card, a photo or photocopy of the vaccination card or a letter from a doctor confirming vaccination has taken place. This must include your full name and the date of either the 2nd vaccination or the single shot vaccination (if applicable), and these must have been given before September 6, 2021.

Proof of negative test result can be printed or digital and must include the date (no more than 72 hours prior to arrival), your full name and the result. Proof can be whatever form the testing clinic provided, whether an email, a screen shot, SMS message or a letter.

8. I'm here as a contractor to set up a booth; will I need to show proof of vaccination, a negative test or wear a mask?

Yes, all contractors will need to check in and collect a wristband before accessing the exhibit hall. At the check-in desk, they will need to show staff a proof of vaccination or show proof of a negative PCR/or Antigen test taken 72 hours prior to the event. All contractors will need to wear a mask inside the venue and exhibit hall.

9. Will you accept proof of non-EU/US approved vaccines?

Yes, as long as the full dose has been administered before September 6, 2021.

10. Will you accept proof of vaccinations which have had mixed doses from different vaccine providers?

Yes, as long as the 2nd vaccination was given before September 6 2021

11. I have recently recovered from a recent COVID-19 infection; can I use this as proof of entry?

In this case, we will still need to see proof of a negative test taken within 72 hours of arrival at the event. If that test is still showing as positive, unfortunately, you will not be allowed entry to the event.

12. What if I don't have my proof of vaccination or negative test with me?

A self-testing area is provided near the badge pick up area, which includes a dedicated quarantine area. Attendees will be provided an Antigen lateral flow self-test kit with instructions, and will need to wait 15 mins in the quarantine area for the result, which can then be shown to staff if negative.

13. What if my onsite self-test is positive?

You will need to contact a telephone number available in the testing area and you will need to leave the venue immediately. You will, unfortunately, not be granted entry to the event. Your options will be discussed over the phone with an Informa member of staff. We further recommend that you go to a local testing site (a list of locations will be provided in the testing area) to confirm your positive test with a PCR test.

14. Will there be increased cleaning and hand sanitation points?

Yes, the entire venue will be deep cleaned, before, throughout and after event days. Increased hand sanitation points can be found throughout the venue and at food stations. We also have individual hand sanitisers available at badge pick up desks and antibacterial wipes available inside the conference rooms.

15. Will the event be socially distanced?

We have ensured distancing in all our meeting space and have created wider space in the exhibition hall. Floor markers will allow for social distancing in high-traffic areas like badge pick up and food collection points.

16. How will food and beverages be served safely?

Food options will either be pre-packaged in compostable packaging that can be safely recycled after the event, or food stations will have food and drinks served by staff wearing PPE.

17. Do I need to be worried about paper handouts or increased touch points at the event?

This year we have minimised giving paper handouts, which is why our agendas are only available digitally via the ConnectMe app. We have encouraged our exhibitors to only provide digital materials from their booths, which can be downloaded digitally via QR codes on the ConnectMe app.