



Frequently Asked Questions

1. Will I need to show proof of vaccination before entering the event?

Yes, per the recent city mandate requiring complete vaccination to enter any establishment that serves food in Philadelphia, including conferences, you must show proof of vaccination. Per the city guidelines, completely vaccinated means two doses of either the Pfizer or Moderna vaccine or a single dose of the Johnson & Johnson vaccine.

2. 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 second vaccination or the single shot vaccination (if applicable), and these must have been given at least two weeks prior to arrival onsite.

3. Will you accept proof of non-U.S. approved vaccines?

No, per the city guidelines, you must have received two doses of either the Pfizer or Moderna vaccine or a single dose of the Johnson & Johnson vaccine.

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

Yes, as long as the second vaccination was given at least two weeks prior to arrival onsite and they are U.S.- approved vaccines.

5. I'm here as a contractor to set up a booth; will I need to show proof of vaccination 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. All contractors will need to wear a mask inside the venue and exhibit hall.

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

Per the Philadelphia city mandate, mask wearing is currently 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.

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

Yes, per the Philadelphia 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.

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

Yes, per the Philadelphia 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.

9. 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.

10. 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.

11. 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.

12. 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.