

### Canon

# Frequently Asked Questions 49th Event Postponement

June 22, 2020

#### What is the status of the 49th event?

The 49<sup>th</sup> event has been postponed. The Albuquerque International Balloon Fiesta will occur October 2-10, 2021.

I have already purchased my 2020 Balloon Fiesta tickets, what will happen to those tickets? All 2020 tickets purchased whether General Admission, Park & Ride, Gondola Club, Chasers Club, Concierge or Glamping will be valid at Balloon Fiesta 2021, scheduled to take place October 2-10.

#### If I I can't attend in 2021, what are my options?

Two options are available. You can secure a refund by visiting our website. Or, you can donate the value of your tickets to Balloon Fiesta for a tax-deductible contribution. The Albuquerque International Balloon Fiesta Inc. (AIBF) is a 501-C-3 Not-for-profit.

I had purchased a ticket for Music Fiesta, will my ticket still be good for next year? Yes, your ticket will be valid for Music Fiesta 2021. You also have an option for a refund or to take a tax-deductible contribution.

I have a reservation with Rainbow Ryders to take a Balloon Ride during the 2020 Balloon Fiesta, will that be good in 2021?

Please contact Rainbow Ryders directly regarding your reservation.

I am a sponsor for the 2020 Balloon Fiesta, what will happen with my sponsorship?

The Balloon Fiesta sponsorship team is contacting all sponsors directly to work through your questions and concerns. Your 2020 sponsorship will carry over to the 2021 Balloon Fiesta. If you've reserved a hospitality tent or if you have secured an exhibit or booth on main street, that will also carry over to 2021.

I had a balloon sponsorship for 2020, if I carry over my sponsorship to 2021, will I have the same pilot?

All pilot registration carries over to 2021, if your pilot does not cancel and meets AIBF requirements next year, you will have the same pilot.

#### Will the 2021 Balloon Fiesta be the 49<sup>th</sup> or the 50<sup>th</sup>?

The 2020 Balloon Fiesta would have been the 49<sup>th</sup>, since Balloon Fiesta is postponed until 2021, it will be the 49<sup>th</sup>. The 50<sup>th</sup> Balloon Fiesta will be in 2022.

#### Can I still purchase official Balloon Fiesta merchandise?

YES, we have many unique and collectable items for sale, such as Balloon Fiesta calendars, event posters, pins, patches and apparel. Our gift shop is currently closed to walk-in customers but purchases can be on-line at <a href="www.balloonfiestastuff.com">www.balloonfiestastuff.com</a>. Your purchases can be shipped or you can choose curb-side pickup Monday-Friday from 9:00 am to 1:00 pm and 2:00 pm to 4:00 pm.

I am a registered pilot for the 2020 Balloon Fiesta, what happens to my registration? All current pilot registrations for the 2020 Balloon Fiesta will roll over to 2021, pending they meet all AIBF/FAA requirements.

#### If I want to cancel my pilot registration can I get a refund?

Yes, refunds will be honored if the request is received no later than July 24<sup>th</sup>. Refunds will be issued by the end of July.

#### Why can't AIBF wait and still plan for the Balloon Fiesta this year?

With only 3 and a half months before the start of Balloon Fiesta there are many variables that are unknown and out of our control, potentially impacting the health and welfare of our guests. The safety of our pilots, guests, sponsors, staff and volunteer have always been our top concern and in wake of COVID-19 and its continued impacts, we must stay dedicated to upholding that commitment. In addition, there is an incredible amount of planning and cost involved in preparing for the Balloon Fiesta, we must take that into account as we plan for our future.

## I have applied to be a concessionaire at the 2020 Balloon Fiesta, what happens to my application and deposit?

New applications and paperwork will need to be completed next year. You may choose to leave your deposit on file with AIBF, or if you prefer a refund, you may request one until July 24<sup>th</sup>. Refunds will be issued by the end of July. Our Balloon Fiesta concessionaire manager has reached out to all concessionaires directly, if you have questions or concerns, please contact Erica Hahn directly.

#### How can I help Balloon Fiesta during this time?

Rolling over your tickets or reservation to 2021 is most helpful to the success of our future events. There is also an option on our website [LINK] where donations can be made to our 501(c)(3) organization.