



March 20, 2020

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Dear CGFA Members:

We are currently experiencing some of the most trying times in our business environment, the likes of which have not been seen in many of our careers. By the time our membership receives this note, some things will have already changed relative to the landscape of business in California. It was a hard decision by the Board of Directors to cancel the 2020 Annual Convention at the Sheraton Resort in Maui, but the right one. When the COVID-19 virus conditions have improved we will meet again to look at alternative plans, but for now let's get through these next few months as safely as possible.

Traditionally, the Annual Convention has been a highlight of the year to showcase our Association's accomplishments, set our goals, honor those who have served and educate the membership. It is also a time to get together in person for camaraderie and fellowship and work together towards the betterment of the grain and feed industry. Rest assured, the Association is here during this challenging time to provide assistance and guidance to members. Let the office or any board member know if there is anything we can provide you in the way of assistance.

As President, I want to take this moment to thank you for the confidence and trust you have placed in me by allowing me the opportunity to serve on the Board of Directors and lead the Association, it truly has been an honor. This organization has taught me many lessons over the years but none more than the importance of having strong people that make up our Association and the collaboration we have as an industry.

Please know that each one of you are in our thoughts and it's at times like these that we see how resilient we are and will become. We will get through this together!

Sincerely,

A handwritten signature in black ink that reads "Adam Goltz". The signature is fluid and cursive, with a large, sweeping flourish at the end.

Adam Goltz, Balchem
CGFA President

See page two for cancellation and refund details.....

CGFA Meeting Cancellation Details:

We feel the decision to cancel the 2020 Annual Convention is consistent with local, state, and national policies for dealing with meetings. Individuals who have made their reservations are encouraged to cancel them at this point, both with the hotel and the airlines.

If you have already registered, your fees will be refunded by check through the mail from our office. The check should arrive mid-April or sooner. If you paid by credit card or paypal, the refunds will also be made by check unless the credit card charge was within the last 30 days – please call the office if you are within that time and want the credit card charges reversed. If for any reason you think we might not have a current address for your company on file, it is your responsibility to provide our office with the correct information as soon as possible by emailing: donna@agamsi.com

If you have already paid your sponsorship, first of all, thank you for your contribution. Without your help, this convention would have never been possible, and we value each and every one of you. In regards to the cancelling of this event and sponsorships, there are two options you may choose from:

Donation: as most of you are aware, California Grain & Feed Association is a non-profit organization. We rely on the support of our member companies to operate. If you find that you and your company can comfortably donate your sponsorship monies as a gift to the CGFA, we will use these funds to offset the costs incurred by cancelling the convention. We will also include your name in a Thank You portion of an upcoming newsletter to recognize your generosity and if plans develop for a Fall meeting we will put the sponsorship towards that event.

Refund: We understand that this is a difficult and unstable time for many businesses and families. If you need your sponsorship payment returned to you, we absolutely understand and would be happy to refund your money! Plans for what lie ahead are unpredictable and we want to do everything we can to help our members. We strongly ask that you request your sponsorship refund by April 24, 2020 by emailing Donna at donna@agamsi.com or calling the office at (916) 441-2272. If we do not receive a refund request from you on or before that date, we will assume that you have chosen to make a donation.

Airline Reservations: Contact the airlines directly.

Hotel Room Reservations: All hotel reservations must be cancelled through the Sheraton Maui Resort & Spa Call direct at (808) 921-4645.

On the Sheraton Maui Resort & Spa hotel website they have posted:

Travel Information: COVID-19 Update

<https://www.marriott.com/hotels/travel/hnmsi-sheraton-maui-resort-and-spa/?scid=bb1a189a-fec3-4d19-a255-54ba596febe2>

We are closely monitoring the Centers for Disease Control and Prevention and World Health Organization's statements regarding the novel coronavirus (COVID-19) cases and following guidelines from these agencies and the local health departments. The wellbeing of our guests and associates is of paramount importance.

Our Cancellation Policy:

In response to changing marketplace conditions, Marriott International is committed to ensuring our customers experience flexibility during these challenging times.

For all Marriott International hotels world-wide, we are implementing the following policies:

- For guests with **existing reservations for any future arrival date**, including reservations with pre-paid rates that are typically more restrictive, we will allow full changes or cancellation without a charge up to 24 hours prior to arrival,* as long as the change or cancellation is made by April 30, 2020. Please note that any changes to existing reservations will be subject to availability and any rate differences.
- For guests making **new reservations for any future arrival date**, including reservations with pre-paid rates, between today and April 30, 2020, we will allow the reservation to be changed or cancelled at no charge up to 24 hours before your scheduled arrival date.* Please note that changes to the reservation will be subject to availability and any rate differences.

For the most updated information, please refer to [Centers for Disease Control and Prevention \(CDC\)](https://www.cdc.gov) or your local health authority.

March 17, 2020