



ACCU Conference – June 11 and 12, 2019

Desmond Hotel and Conference Center
Frequently Asked Questions by Attendees



1. What is included in the full conference registration fee?

Full-Conference registration includes access to workshops and General Sessions, entry to the Exhibit Areas, refreshment breaks, a continental breakfast on Wednesday, June 12th and lunch on Tuesday, June 11th and lunch on Wednesday, June 12th.

2. I only want to attend one day of the conference, is that possible?

Yes, one-day conference registration is available. One-day registration includes access to the workshops and General Session(s) for that day as well as entry to the Exhibit Areas, refreshment breaks and any meal(s) being served that day.

3. Am I eligible for the “Early Registration Rate” at the Conference?

If you register and payment is received by May 24th, then you are eligible for the Early Bird Registration rate. For those employees who need to submit payment request to a third party, please provide proof of a purchase order dated on or before May 24, 2019. Only those individuals whose payment or proof of purchase order has been received on or before May 24th will receive the discounted rate.

4. Will I receive a registration confirmation?

Yes, you will receive a confirmation email immediately following your on-line registration.

5. Are registrations transferable from one person to another?

Registrations are transferable. If the change occurs before the conference please email registration@agingny.org by June 3rd with the information of both individuals who will be involved with the registration transfer. Please note that between June 4th and June 11th, transfers will not be accepted but will be accepted at the ACCUU registration desk on June 11th.

If you need to leave the conference and you are requesting a registration transfer, the person leaving the conference needs to turn in their name badge at the registration desk and provide the name of the person taking their place so a new name badge can be generated. The person taking that person's place will need to come to the registration desk to pick up their name badge.

6. How can I reserve a hotel room, and what are the rates?

Please [CLICK HERE](#) for the Desmond Hotel reservation information.

7. Is there funding available to help with travel/registration costs?

AgingNY is unable to assist with travel or registration costs.



ACCU Conference – June 11 and 12, 2019

Desmond Hotel and Conference Center
Frequently Asked Questions by Attendees



8. What is the cancellation policy for the conference?

Registration fees are refundable, less a \$30 processing fee, up until June 3rd. No refund will be issued for cancellations starting June 7, 2019. All cancellations must be sent in writing via email.

9. Do I need to register for the workshops that I would like to attend?

No, you do not need to register for workshops prior to the conference.

10. Are there any CEU's offered at the conference?

There are no CEUs offered at the ACCUU Conference.

11. Is the conference schedule available?

Details will be posted on our website as they are confirmed. A full conference schedule, including conference sessions, will be available on our website in April.

12. When will the exhibit hall be open?

The schedule is available on the **Sponsors and Exhibitors** page, and will be published in the conference program when that is available online in April 2019.

13. What services are available for special needs and requests?

AgingNY encourages persons with disabilities to participate in their programs and activities. Please email registration@agingny.org no later than May 24, 2019 to identify any special needs you might have that fall under the ADA.

14. My question is not listed here. What should I do?

Please email registration@agingny.org for assistance.

AgingNY is not responsible for problems beyond our control such as weather conditions, travel difficulties, health issues, etc. A staff substitution can be made if needed however no refunds will be given in these situations after June 4th.