



## 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 12<sup>th</sup> and lunch on Tuesday, June 11<sup>th</sup> and lunch on Wednesday, June 12<sup>th</sup>.

### 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 24<sup>th</sup>, 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 24<sup>th</sup> 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. Please check your SPAM or junk folders if the email is not found in your inbox.

### 5. Are registrations transferable from one person to another?

Registrations are transferable. If the change occurs before the conference please email [registration@agingny.org](mailto:registration@agingny.org) by June 3<sup>rd</sup> with the information of both individuals who will be involved with the registration transfer. Please note that between June 4<sup>th</sup> and June 11<sup>th</sup>, transfers will not be accepted but will be accepted at the ACCU registration desk on June 11<sup>th</sup>.

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.



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### 8. What is the cancellation policy for the conference?

Registration fees are refundable, less the credit card processing fee (if paid via credit card), up until June 3<sup>rd</sup>. 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 ACCU 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. I submitted my request with the "PayByCheck" option, will I receive an invoice?

Your confirmation email should be used as your invoice.

### 13. 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.

### 14. 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](mailto:registration@agingny.org) no later than May 24, 2019 to identify any special needs you might have that fall under the ADA.

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

Please email [registration@agingny.org](mailto: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 4<sup>th</sup>.*