



ACCU Conference

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 the second day, as well as lunch on both days of the conference.
- 2. I only want to attend one day of the conference, is that possible?**

Yes, single 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. Will I receive a registration confirmation?**

Yes, you will receive a confirmation email following your on-line registration. Please check your SPAM or junk folders if the email is not found in your inbox.
- 4. 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 3 with the information of both individuals who will be involved with the registration transfer.
- 5. How can I reserve a hotel room, and what are the rates?**

Please visit the ACCU information page at the following link: <https://www.agingny.org/aging-concerns-unite-us.html>
- 6. Is there funding available to help with travel/registration costs?**

AgingNY is unable to assist with travel or registration costs.
- 7. 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. No refund will be issued for cancellations received after June 3, you may transfer the registration to another attendee. All cancellations must be sent in writing via email to registration@agingny.org.
- 8. Do I need to register for the individual workshops that I would like to attend?**

No, you do not need to register for workshops prior to the conference. You may build a personal agenda via the Whova app, which may be downloaded at the following link: <https://www.agingny.org/aging-concerns-unite-us.html>



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9. **Are there any CEU's offered the conference?**

There are no CEU's offered at the ACCU conference.

10. **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 and via the Whova app.

11. **I submitted my registration with the "paybycheck" option. Will I receive an invoice?**

Your confirmation email should be used as your invoice. If a separate invoice is necessary, please submit your request to registration@agingny.org

12. **When will the Exhibit Hall be open?**

The schedule is available on the ACCU event page at the following link:

<https://www.agingny.org/aging-concerns-unite-us.html>

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

AgingNY encourages requests for special needs to be submitted at least two weeks prior to the event start.

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.