**Frequently Asked Questions (FAQs)**

**Program Questions**

**When will I receive meeting materials?**

Meeting information is currently available [online](https://www.cooperative.com/conferences-education/meetings/legislative-conference/Pages/default.aspx). The 2019 Legislative Conference materials will be distributed onsite. Cooperative.com will have the most up-to-date information about the program, meeting registration and hotel reservations.

**When should I arrive and depart?**

The 2019 Legislative Conference runs from Sunday, April 28, 2019, through Tuesday, April 30, 2019. The conference will begin with an evening welcome reception on Sunday, April 28, 2019. Monday’s agenda includes forum sessions in the morning followed by a general session in the afternoon. The closing general session is scheduled for Tuesday morning.

**Registration Questions**

**Why do you recommend that I register online?**

We encourage you to register online by going to the [Legislative Conference website](https://www.cooperative.com/conferences-education/meetings/legislative-conference/Pages/default.aspx). Once you register for the meeting, you gain immediate access to online hotel reservations.

**What is the deadline for Legislative Conference registration?**

Registration is available until April 25, 2019. Registration will also be available onsite.

**Scan-and-Go Questions**

**When will I receive badges for the people I register?**

You won't! NRECA is providing Scan-and-Go to print badges onsite at the Legislative Conference.

**How does it work?**

An email confirmation will be sent to the registrant and registration contact (provided that there is an email address) at least 2-3 weeks before the start of the meeting. The confirmation email will include a bar code that can be scanned at any of the Scan-and-Go stations. If for any reason the bar code does not appear on the email confirmation, you can use the four- or five-digit confirmation ID that is provided in the same email, or you can simply type in your name. Registration assistants will be there to help.

**What happens if I forget to bring the email confirmation with bar code?**

No problem. You can still use the Scan-and-Go station by simply typing in your first and last name.

**Where will the Scan-and-Go stations be located?**

Stations will be located in the Hyatt Regency Washington on Capitol Hill Hotel in the Columbia Foyer.

**What time will the stations be open for printing badges?**

Stations will be available starting at 3 p.m. on Sunday, April 28, 2019.

**I have registered 15 people. Am I going to get 15 emails with bar codes?**

Yes, a confirmation email will be sent to the registrant's email address (if one is available) as well as the "registration contact" (the person who registered the attendee). If you register 15 people, you will receive one email for each person (if an email address was provided).

**How does Scan-and-Go prevent one person from getting two name badges?**

Attendees will be allowed to print their name badge ONCE from the stations. If they lose or need a replacement name badge, they need to go to the onsite registration desk.

**Can I print badges for people in my group?**

Yes, you may print a badge on site for attendees in your group. Each person's badge can only be printed once from the stations, so please coordinate accordingly.

**Let's say I register several attendees online for the meeting and receive a confirmation. What is the procedure if I need to register another attendee?**

You may register additional attendees through cooperative.com at any time. Simply go to the [Legislative Conference website](https://www.cooperative.com/conferences-education/meetings/legislative-conference/Pages/default.aspx) and click on the "Register" button.

**What is the process to make a change to an existing registration?**
Members with a Cooperative.com login can make changes and cancellations to an existing registration online as long as they are the registrant or the registration contact. Simply visit My Registrations (log-in required). If you do not have a cooperative.com login, need to make a substitution or you are not the registration contact, the changes need to be sent to Accounts Receivable via email at accountsreceivable@nreca.coop or faxed to 703-907-5951. All requests must be submitted by April 25, 2019; otherwise they must be made on site.

**Hotel Questions**

**What is the deadline for hotel reservations?**

Hotel cutoff date is **Monday, March 25, 2019**.

**Whom do I contact if the hotel is sold out before the cutoff date?**

If no rooms are available at the designated hotel, "Hotel Pending" should be selected as a hotel option. Selecting this option ensures that the reservation request will be processed as soon as additional inventory is secured and/or an alternate hotel has been identified. Members who secure a reservation using Hotel Pending will receive an email confirmation identifying the hotel name, location and rate once the hotel has been confirmed. NRECA guarantees a guestroom to all members who have secured a guestroom through the NRECA Housing Center prior to the published cut-off date.

**How can I get additional room nights if they show up online as "not available" before the cutoff date?**

Rooms "not available" are generally rooms that have sold out at the hotel and NRECA is unable to secure additional inventory. Make a reservation online for any available dates. Then, contact the Housing Center at nrecaatt@experient-inc.com or 800-967-8852 or 847-996-5832 for additional assistance.

**Whom do I contact to obtain room nights outside of the room block pattern provided?**

Members wishing to extend their stays beyond the dates provided online may do so on an availability basis only. Reservations for the nights proceeding Saturday, April 27, 2019, and after Wednesday, May 1, 2019, may not be available. Please make a reservation online for any available dates; then contact the Housing Center via email to request a date change to the reservation. The Housing Center works closely with NRECA's convention hotels to accommodate all requests and confirmation of these additional nights will be provided as quickly as possible. Extended stay requests will be confirmed based on hotel availability and are not guaranteed.

**What if I have problems securing my online hotel reservations?**

Contact the Housing Center at 800-967-8852 or 847-996-5832. The customer support team is trained to answer your questions. However, if challenges are encountered and appropriate resolutions are not obtained, please send an email to nrecahousing@nreca.coop for assistance.

**May I contact the hotel directly to secure my reservations?**

The NRECA Housing Center is set up to manage all reservations for Legislative Conference events. Only reservations received by the hotels from the NRECA Housing Center will be accepted into the NRECA room block. Room reservations secured in ways other than through the NRECA Housing Center (via Cooperative.com) may be subject to (1) higher rates and/or (2) being transferred from the NRECA room block to a neighboring hotel. Only after the hotel cutoff date will members be able to secure reservations with the hotels directly. NRECA will not be responsible for rooms reserved outside of the NRECA block.

**Are the hotels within walking distance to the meeting venue?**

All of the convention hotels are located within one mile of the Hyatt Regency Washington on Capitol Hill Hotel. Shuttle service will be available to/from the Marriott Marquis Washington DC and the Renaissance Washington, DC Downtown hotels beginning Sunday, April 28, 2019 through Tuesday, April 30, 2019 to/from the Hyatt Regency Washington on Capitol Hill Hotel.

**Will shuttle service be provided to and from the hotel to the Congressional Office buildings?**

No. Legislative Conference attendees should plan to arrange for their own transportation.

**When can I expect to receive a hotel confirmation number?**

An immediate confirmation of the reservation request will be forwarded to the contact person via email from the Housing Center once the reservation has been completed. Completed reservation requests require the appropriate payment information. The reservation request confirmation email will be the only notice members will receive from the Housing Center regarding hotel accommodations. This notice guarantees the reservation at the hotel assigned. Please review all information for accuracy. If a reservation confirmation email is not received within 2-3 business days of completion, please contact the Housing Center at nrecaatt@experient-inc.com or 800-967-8852 or 847-996-5832.

Otherwise, hotel confirmation numbers may be obtained by contacting the hotel directly on and after April 4, 2019.

**When I enter my credit card information, a prompt states that my credit card is invalid. What's going on?**

Valid credit card information is provided when the rooming lists are forwarded to the hotels. The credit card used must not expire before June 2019. A valid credit card is needed in order for the hotels to charge the one-night deposit due at the cutoff date.

**What is NRECA's room cancellation policy?**

All cancellations must be submitted in writing to the Housing Center by March 25, 2019, 9:00 p.m. ET to avoid a cancellation fee. A non-refundable deposit equal to one (1) night's room and tax may be charged for cancellations made after March 25, 2019, to the credit card used to guarantee the reservation. NRECA's cancellation policy overrides any hotel policies concerning room cancellations. Please note: Reservations not cancelled, and/or if registrants do not arrive at the hotel on the check-in date requested, will forfeit the first night's deposit and the entire reservation will be cancelled.

**CANCELLATION POLICY FOR THE HYATT REGENCY WASHINGTON HOTEL:** Reservation cancellations received for guest staying at the Hyatt Regency Washington on Capitol Hill Hotel will incur a cancellation fee equal to **two (2) night's** room and tax for cancellations made after March 25, 2019, to the credit card used to guarantee the reservation.