



Frequently Asked Questions

REGISTRATION

What does registration include?

Registration includes full access to your Regional Meeting, including your region's Business Meeting, general sessions, meeting-sponsored meal functions and meeting materials. Information regarding NRECA Voting Delegates, including how to certify a voting delegate and alternate delegate, can be found on the [Voting Delegate FAQs page](#).

What does my guest/spouse fee cover?

Guest/spouse fee includes admittance to all general sessions, meeting-sponsored meal functions and shuttle service (if needed depending on location).

What is the process to make a change to an existing registration?

Members with a cooperative.com login account can make changes such as cancellations and adding tickets and courses 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 are not the registration contact, the changes need to be sent to Accounts Receivable via email at accountsreceivable@nreca.coop.

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 Regional Meeting website on cooperative.com and click on the "Register" button.

How is Regional Meeting registration handled for VIP groups?

NRECA will register members of the NRECA board of directors and their guests. These individuals will be contacted directly. Statewide officials (president, manager and editor) and platinum associate members should register themselves. (For VIP hotel reservations, see Hotel Questions below.)

What is the deadline for Regional Meeting registration?

Depending on the meeting, registration is available at least a day before the start date of the meeting. However, the early-bird meeting registration discount ends at least seven weeks before the start date of the meeting. See the registration information on the meeting website for more detailed information. After the specific date, regular registration fees apply. Registration will also be available on-site.



Early Bird Dates

NRECA Regional Meeting	Event Dates	Early Bird Date Ends at 9 p.m. ET
Regions 1&4	Sept. 4-6, 2024	Jul. 17, 2024
Regions 2&3	Oct. 7-9, 2024	Aug. 19, 2024
Regions 5&6	Sept. 16-18, 2024	Jul. 29, 2024
Regions 7&9	Sept. 24-26, 2024	Aug. 6, 2024
Regions 8&10	Oct. 21-23, 2024	Sep. 3, 2024

NAME BADGES

When will I receive badges for the people I register?

You won't! Attendees will be able to print badges onsite at each Regional Meeting, same as in previous years.

How does it work?

An email confirmation will be sent to the registrant and registration contact (provided there is an email address) at least two weeks before the start of the meeting. The confirmation email will include a bar code that can be scanned at any of the badge pick-up 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 print your badge by simply typing in your first and last name.

Where will the badge pick-up stations be located?

Exact locations will be included in the confirmation email.

What time will the stations be open for printing badges?

Stations will be available starting on the day before the start of each meeting (pre-conference education day). The exact location and times will be included in the confirmation email.

I have registered 15 people. Am I going to get 15 e-mails with bar codes?

Yes, a confirmation email will be sent to the registrant's email address (primary email listed in cooperative.com 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 the system prevent one person from getting two name badges or tickets?

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 registration desk to request a reprint.



Can I print badges for people in my group?

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

HOUSING

NRECA Housing Center Contact Information

NRECA Regional Meeting	NRECA Housing Center Phone	NRECA Housing Center Email
Regions 1&4	(864) 342-6305	nrecareg1_4@maritz.com
Regions 5&6	(864) 342-6306	nrecareg5_6@maritz.com
Regions 7&9	(864) 342-6307	nrecareg7_9@maritz.com
Regions 2&3	(864) 342-6308	nrecareg2_3@maritz.com
Regions 8&10	(864) 342-6309	nrecareg8_10@maritz.com

Fax: (330) 425-4983

E-mail: To expedite your e-mail requests, please direct all e-mail inquiries to the respective Regional Meeting email listed above.

Important Housing Dates to Know

NRECA Regional Meeting	Hotel Cut-Off Date at 9 p.m. ET	Direct Calls to Hotel
Regions 1&4	Aug. 2, 2024	Aug. 14, 2024
Regions 5&6	Aug. 16, 2024	Aug. 28, 2024
Regions 7&9	Aug. 23, 2024	Sept. 4, 2024
Regions 2&3	Sept. 6, 2024	Sept. 18, 2024
Regions 8&10	Sept. 20, 2024	Oct. 2, 2024

What should I do if rooms are not available *before* the cut-off date?

If rooms are available at other convention hotels, you will be advised to secure a reservation at a hotel with current availability. If no rooms are available at any of the convention hotels listed, 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.



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 immediately preceding the meeting and afterwards 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 the phone number designated for your event. The customer support team is trained to answer your questions. However, if challenges are encountered and appropriate resolutions are not obtained, please contact NRECA at nrecahousing@nreca.coop for further assistance.

How are reservations secured for member VIPs?

As a courtesy to NRECA's Board of Directors, reservations will be secured at the designated headquarters hotel using a separate reservation process. These individuals (and/or their assistants) will be contacted directly for date information. Members may opt out of this process and secure reservations using the online system if so desired.

May I contact the hotel directly to secure my reservations?

The NRECA Housing Center is set up to manage all reservations for the Regional Meetings. 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 in jeopardy of cancellation from the NRECA room block, increase in room rate and/or transfer to a neighboring hotel. Only after the hotel cut-off date will members be able to secure reservations directly with the hotels. NRECA will not be held responsible for rooms reserved outside of the NRECA block.

Should I expect to receive a hotel confirmation number?

An immediate confirmation of your hotel request will be forwarded from the Housing Center via e-mail to the contact provided once the reservation request has been completed. ***Completed reservation requests require the appropriate payment information.*** The reservation confirmation email will be the only notice you will receive from the Housing Center regarding your reservation request. This notice guarantees your reservation at the hotel. Please review all information for accuracy. If a reservation confirmation email is not received within two to three business days of completing your reservation request, please contact the Housing Center.

The Housing Center can assist members with gathering hotel confirmation numbers for groups of 10 or more reservations. Otherwise, hotel confirmation numbers may be obtained by contacting the hotel on or after the date specified in the program materials for each meeting.



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

To ensure that valid credit card information is provided when the rooming lists are forwarded to the hotels, credit cards should not have an expiration date of less than 60 days prior to the start of the Regional Meeting for which the attendee is registered. Otherwise, the hotel may not accept the reservation as they may not be able to charge the one-night's deposit due at the cut-off date.

Are the hotels within walking distance to the meeting venue?

Most hotels are conveniently located to the meeting venue. The only exception is the Regions 2&3 Meeting.

Will shuttle service be provided to and from the meeting venue and the convention hotel(s)?

Currently, the Regions 2&3 Meeting is the only event that requires shuttle transportation. Schedules will be communicated via the program app, as well as at the applicable convention hotel(s) and meeting venue. Requests to accommodate transportation services for special requirements, i.e., ADA circumstances, may be requested by forwarding an email to nrecahousing@nreca.coop.

What is NRECA's room cancellation policy?

All cancellations must be submitted in writing to the Housing Center by 9 p.m. ET on the published hotel cut-off date identified for each Regional Meeting to avoid a cancellation fee. A non-refundable deposit equal to one night's room and tax will be charged for cancellations made after the hotel cut-off date to the credit card used to guarantee the reservation. *NRECA's housing cancellation policy overrides any hotel policies concerning room cancellations.* Please note if you do not cancel your reservation and/or do not arrive at the hotel on the check-in date requested, the first night's deposit will be forfeited, and your entire reservation may be cancelled.

NRECA VOTING DELEGATES

To certify an NRECA voting delegate, please visit the [NRECA Voting and Alternate Delegate Certification page](#). If you don't wish to change your current voting delegate or alternate, please visit the certification page, verify the names are correct, then click the Keep Existing Delegates button. Note: This page is accessible by NRECA voting member CEOs, general managers, board presidents/chairs, board secretaries or executive assistants only.

Please see the [Voting Delegate FAQs page](#) for other, general information.