



Your 2019 NRECA REGIONAL MEETINGS



FAQs

REGISTRATION QUESTIONS

Why do you recommend that I register online?

To avoid delays in processing time by mail or fax, we encourage you to register online by logging on to cooperative.com and going to the Regional Meetings website. By registering for the meeting online, you gain immediate access to online Regional Meeting hotel reservations.

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 four weeks before the start date of the meeting. See the registration information on the meeting website for more detailed information. The hotel cutoff is the same day. After the specific date, regular registration fees apply. Registration will also be available on-site.

What does my guest/spouse fee cover?

Guest/spouse fee includes admittance to all general sessions, educational breakouts and shuttle service.
Note: ACRE® Breakfast tickets are an additional charge and are non-refundable.

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.

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, adding tickets and adding courses to an existing registration online as long as they are the registrant or the registration contact. Simply log into cooperative.com > Member Login > My Registrations. If you do not have access to cooperative.com, you are not the registration contact, or need to make a substitution, the changes need to be sent to Accounts Receivable via e-mail at accountsreceivable@nreca.coop or faxed to 703-907-5951.



Your 2019 NRECA REGIONAL MEETINGS



If I register by fax or snail mail, how can I check to see if my registrations and ticket orders have been processed?

Log into cooperative.com > Member Login > My Registrations. If the registrations have been processed, a list of your registrants should appear, as well as any tickets purchased. You will also receive an email confirmation from accountsreceivable@nreca.coop after the registration has been process.

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.)

Name Badge Questions

When will I receive badges for the people I register?

You won't! NRECA is providing Scan-and-Go to print badges on-site at each Regional Meeting, same as in previous years.

How does Scan-and-Go work?

An email confirmation will be sent to the registrant and registration contact (provided that there is an email address) at least three to four weeks before the start of the meeting. The confirmation email will include a barcode 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, the registration can be looked up by entering 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 e-mail 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?

Exact locations will be included in the Scan-and-Go confirmation email.

What time will the stations be open for printing badges?

Stations will be available starting on the day before (pre-education day) the start of each meeting. The exact



Your 2019 NRECA REGIONAL MEETINGS



location will be included in the Scan-and-Go 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 e-mail 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 or tickets?

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

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, therefore, please coordinate accordingly.

How do I get my tickets for ACRE® Breakfast?

Tickets for the ACRE® Breakfast will be printed with your name badge.

Hotel Questions

NRECA HOUSING CENTER

5202 Presidents Court, Suite 310

Frederick, MD 21705

Phone U.S. and Canada: 800-967-8852

International: 847-996-5832

Fax: 301-694-5124

Email: To expedite your e-mail requests, please direct all e-mail inquiries to the respective Regional Meeting event as listed below:

NRECA Regional Meeting	NRECA Housing Center Contact
Regions 1 & 4	nrecareg1_4@experient-inc.com
Regions 2 & 3	nrecareg2_3@experient-inc.com
Regions 5 & 6	nrecareg5_6@experient-inc.com
Regions 7 & 9	nrecareg7_9@experient-inc.com
Regions 8 & 10	nrecareg8_10@experient-inc.com



Your 2019 NRECA REGIONAL MEETINGS



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 preceding and following the meeting dates 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 800-424-5249 (toll free) or 847-996-5829. 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.

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.

May I contact the hotel directly to secure my reservations?

The NRECA Housing Center is set up to manage all reservations for the Regional Meeting programs. 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



Your 2019 NRECA REGIONAL MEETINGS



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 at the date specified in the program materials to contact the hotel directly 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 cannot expire 60 days prior to the start of the Regional Meeting. Otherwise, the hotel may not accept the reservation since they will 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?

Currently, all hotels are within walking distance to the meeting venue. In the event additional overflow properties are required, NRECA will make every effort to ensure it is within proximity to the convention venue.



Your 2019 NRECA REGIONAL MEETINGS



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

Only in cases where a convention hotel is located more than three blocks from the meeting venue will shuttle service be provided. At this time, all convention hotels are conveniently located near the meeting venues. If shuttle services are required, information will be posted at the overflow hotel(s) and at the 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 will be cancelled.