

FAQ

Conference Location

Where is the conference being held?

The conference is being held July 11-15, 2021, at the Town and Country Resort & Convention Center, San Diego, California. The address is 500 Hotel Circle North, and the phone number is (619) 291-7131.

Registration

When will registration open?

Registration is now [open](#). Registration will only be accepted online. If you have extenuating circumstances, please contact conferences@ncsc.org.

What does my registration include?

Registration includes the Sunday welcome reception, the Monday business lunch, the Tuesday evening social event, the Wednesday exhibit lunch, the Thursday business breakfast, and entry into all education sessions.

When will I receive confirmation of my registration?

Once you have completed your online registration and process credit card payment, you will receive a confirmation by email. If you do not receive this confirmation in 24 hours, please email [conference services](#).

May I attend the conference if I live outside of the continental US?

Due to California's public health orders, International travelers may only attend if fully vaccinated. For more information, please see the California Department of Public Health's most recent [memo](#).

If I am unable to attend, can I transfer my registration to someone else in my organization?

Yes. You will need to contact [Conference Services](#) as soon as you know you are unable to attend and give us the name of the person to whom your registration is being transferred. Please consult the [NACM Cancellation policy](#) for specific details about transferring registrations.

Will I receive a refund if I have to cancel my registration?

No, due to limited registrations being available, refunds will not be permitted. Please review the NACM cancellation policy for further details.

Can I bring a guest to conference events?

Not at this time. Due to COVID-19 restrictions and limited conference attendance, guests are not permitted at conference events. If restrictions are lifted and conference attendance increased, guests may be permitted.

Hotel & Transportation

What hotels are providing room blocks for the conference? What are the rates?

The conference hotel is the Town and Country Resort & Convention Center, San Diego, California. Reservations can only be made after you register for the conference. A link will be sent to you in your confirmation email. The NACM room rate is \$196 per night plus taxes, single/double occupancy. This rate is available only through June 17, 2021, or until the NACM room block is full.

Can I make a hotel reservation now?

No, reservations can only be made once you register for the conference.

How do I get from the airport to the hotel?

The [Town and Country's website](#) lists driving and trolley directions. A typical UberX fare is \$12-14 and Lyft fare is \$15-18 from San Diego International Airport, and by taxi it's an average of \$35.

Is there parking available at the hotel?

Parking is \$18 per day for hotel guests, \$24 per day for local attendees.

Is there a hotel shuttle to take me to local attractions?

Hotel shuttle service to Riverwalk Golf Club, Fashion Valley Center, Old Town Mission Valley Center, and Hazard Center. Daily 10 a.m. -7 p.m., based upon availability. Shuttle pick up and drop off is located at the Hotel Lobby.

Exhibit Show

What day is the Exhibit Show?

The Exhibit Show will take place on Wednesday, July 14, from 10:00 a.m. – 3:30 p.m. Lunch is included.

Where is it being held?

The Exhibit Show is being held in the Golden State Exhibit Hall.

Who will be exhibiting?

A list of exhibitors will be posted on the [NACM conference webpage](#) under the Sponsors/Exhibitors tab.

Why is there an exhibit show?

Exhibitors play a valuable role in NACM conferences. In addition to bringing attendees new and innovative products, the exhibitor fees help to offset conference registration, food and hotel costs.

Social Events

Can I bring a guest to the Opening Reception on Sunday night?

Not at this time. Due to COVID-19 restrictions and limited conference attendance, guests are not permitted at conference events. If restrictions are lifted and conference attendance increased, guests may be permitted.

What meals are provided?

Sunday Evening is the Welcome Reception with hors d'Oeuvres. Lunch will be provided on Monday and Wednesday. Breakfast will be provided on Thursday. Tuesday Evening's social event will offer refreshments with the flavors of Baja, California.

Are there places nearby to eat? What about shopping?

There are several places to eat nearby that serve lunch and dinner, and numerous shops.

Where is the closest drugstore?

There is a Walgreens Pharmacy that is a 5-minute drive from the hotel.

General Questions

Will a face mask be required onsite during the conference?

Yes, a face mask will be required while in all public areas of the hotel and conference space during the NACM Annual Conference.

What do I do if I do not feel well during the conference?

If you do not feel well and are experiencing symptoms of COVID-19 you are instructed to quarantine in your room and immediately notify Valerie at vgardner@ncsc.org so that we may assist you in locating appropriate medical treatment nearby.

What is the dress code?

The dress code is business casual. Meeting room temperatures may vary, so it is advisable to bring a sweater or jacket.

Is there Wi-Fi in the hotel?

Complimentary Wi-Fi will be available in the conference area and in guest rooms.

What other amenities does the hotel offer?

The hotel service fee is waived for NACM attendees and includes guest room Wi-Fi, unlimited access to the fitness center, hotel shuttle to Riverwalk Golf Club, Fashion Valley Center, Old Town Mission Valley Center, and Hazard Center daily from 10am-7pm based upon availability. Shuttle pick up and drop off is located at the hotel lobby. Guest Room local calls and 800 calls. Coffee in guest rooms. USA Today in Hotel lobby and dining outlets.

How do I obtain CLE/CEU credits?

A form to receive credit will be available soon on the [conference webpage](#).

What time does the conference end?

The conference will end at 12:00 p.m. on Thursday, July 15, 2021.

What is the average temperature in San Diego in July?

Average temperatures in July are 75 degrees during the day and mid 60s at night.