

## FAQ

### Conference Location

*Where is the conference being held?*

The conference is being held July 21-25, 2024, at the Hilton New Orleans Riverside, in New Orleans, Louisiana.

### Registration

*When will registration open?*

Registration will open mid-March. Check the [webpage](#) for more information.

*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, you will receive a confirmation by email. If you do not receive this confirmation in 24 hours, please email [conference services](#). When registering by email, you will receive a confirmation email as soon as payment for your registration is processed. We strongly suggest you register online to reserve your spot at the conference.

*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?*

Please consult the [NACM Cancellation policy](#) for specific details about canceling a registration.

*Can I bring a guest to conference events?*

Yes, you may add your guest during registration. If you have already registered, please contact [conferences@ncsc.org](mailto:conferences@ncsc.org) to add your guest.

*Can I pay by credit card?*

NACM allows check and credit card payments. For this conference, starting June 21, 2024, all registrations must be made by credit card payment.

## **Hotel & Transportation**

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

The conference hotel is the Hilton New Orleans Riverside at Two Poydras Street, New Orleans, LA. 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 \$192 per night plus taxes, single/double occupancy. This rate is available only through June 28, 2024, or until the NACM room block is full.

*Can I make a hotel reservation now?*

Reservations can only be made once you register for the conference.

*How do I get from the airport to the hotel?*

Taxi, Uber, or Lyft is recommended from Louis Armstrong New Orleans International Airport (MSY).

*Is there parking available at the hotel?*

There is self-parking available for \$44/day and valet parking for \$49/day. Please contact the hotel with parking questions.

## **Exhibit Show**

*What day is the Exhibit Show?*

The Exhibit Show will take place on Wednesday, July 24, 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 Grand Salon.

*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?*

Yes, if you have already registered, please contact [conferences@ncsc.org](mailto:conferences@ncsc.org) to add your guest.

*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. There will be a social event on Tuesday evening – more information to come.

*Are there places nearby to eat? What about shopping?*

There are several places to eat and shop nearby. The hotel provides a concierge desk on the first floor that can help with restaurant and tour reservations, directions, and local recommendations. Concierge services are available from 9:00 am – 7:00 pm daily.

*Where is the closest drugstore?*

There is a Walgreens Pharmacy that is .7 miles from the hotel located at 900 Canal Street.

## **General Questions**

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

If you begin to feel ill or have an accident onsite, please contact Valerie Gardner at [vgardner@ncsc.org](mailto:vgardner@ncsc.org). Do NOT come down to the conference. We will do everything we can to assist you.

*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.

*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 25, 2024.

*What is the average temperature in New Orleans in July?*

Average temperatures in July are 90 degrees and humid during the day and high 70s at night.