

## Frequently Asked Questions

### **I FORGOT MY CONFERENCE PROGRAM – WHERE ARE MORE LOCATED?**

Additional copies of the Conference Program are available at Conference Registration, East Tower, Gold Level. You may also view and download a PDF of the program at [www.ilparksconference.com](http://www.ilparksconference.com).

### **I LOST MY NAME BADGE – WHERE DO I GO FOR A NEW ONE?**

You may get another name badge at Conference Registration for \$5.

### **I LOST MY TICKETS FOR THE CONFERENCE EVENTS – WHAT CAN I DO?**

You will have to re-purchase the tickets of your choice at Conference Registration. Tickets for the Awards Luncheon are \$60; \$50 for dessert in the exhibit hall; \$85 for adults and \$25 for children for the closing social at the Art Institute tickets. You will not be permitted into these functions without a ticket.

### **I AM A VOLUNTEER – WHERE DO I GO?**

At Conference Headquarters or Conference Registration (both are in the East Tower, Gold Level), there will be a master list of all volunteers. The volunteer can ask and get directed to the appropriate area from there. They also will be given the name of whom to report. **Student volunteers** need to report to Grand Suite 4, East Tower, Gold Level.

### **SPEAKERS: WHERE DO I GET MY NAME BADGE? CAN I GET A PARKING PASS?**

Speaker badges are in the session packets, which are at Conference Headquarters (East Tower, Gold Level). Session chairs will pick up the packets and present the speaker with their name badge prior to the session. If a speaker would like their badge prior to the day their session is scheduled, they may go to Conference Headquarters and request their badge and sign that they have received it. If a speaker has requested a parking pass on their contract, the chair will present the speaker with that at their session. ***If this was not outlined in the contract, the speaker will be responsible for their own parking charges.***

### **I AM A STUDENT WHO HAS VOLUNTEERED AND I WOULD LIKE REIMBURSEMENT FOR MY REGISTRATION?**

If a student completes their commitment of four hours, has pre-registered for the conference, is an IPRA member and a full-time student, they will receive reimbursement within 45 days of the conclusion of the conference.

### **DOES THE WELCOME SOCIAL HAVE FOOD?**

No; it offers a cash bar only. The closing social at the Art Institute (this is a ticketed event), will have plenty of food!!!

### **I NEED TO MAKE COPIES FOR MY SESSION, WHO PAYS FOR IT? WHERE SHOULD I GO?**

Copies can be made; **however** expenses for copies made onsite will be the responsibility of whoever is requesting them. Conference will reimburse copy expenses made prior to the conference and submitted on an expense form. ***The conference will not reimburse for copies made onsite.***

### **WHERE DO I GET MY PRIZE FROM THE EXHIBIT HALL DRAWING? IF I WIN A PRIZE, CAN I PICK IT UP ANY DAY?**

Prizes (mini iPads) may be picked up from Exhibitor Registration located in the northwest corner of Riverside Center (the exhibit hall) located in the East Tower, Purple Level. Prizes can be redeemed only during times the exhibit hall is open.

#### ***Exhibit Hall Hours:***

Thursday, 1:00 pm – 6:00 pm

Friday, 8:30 am – 12:30 pm and 1:30 pm – 5:00 pm

Winner boards will be posted at Exhibitor Registration, Conference Registration and Conference Headquarters.

#### ***Drawings will take place:***

Thursday, 4:00 pm and 5:00 pm

Friday, 9:00 am, 10:00 am, 3:00 pm, 3:10 pm, 3:20 pm, 3:30 pm, 3:40 pm, 3:50 pm, 4:00 pm, 4:10 pm, 4:20 pm and 4:30pm

Winners must redeem their prize the day their name has been drawn. At the end of the day, any prizes that have not been redeemed will carry over.

### **WILL THERE BE ANY FOOD OR BEVERAGE IN THE EXHIBIT HALL?**

On Friday, dessert will be served from 2:00 pm – 3:15 pm. Delegates who purchased a full registration package will have a ticket within their registration materials. For those who would like to purchase a ticket, they may do so at Conference Registration for \$50. This is a ticketed event.

### **WHERE IS THE CONFERENCE NEXT YEAR?**

The conference dates for 2014 are January 23-25 at the Hyatt Regency Chicago.

### **CONFERENCE REGISTRATION HOURS OF OPERATION:**

- Thursday, 7:30 am – 6:30 pm
- Friday, 7:00 am – 4:30 pm
- Saturday, 7:30 am – 11:30 am

### **CONFERENCE HEADQUARTERS HOURS OF OPERATIONS**

- Thursday, 7:30 am – 6:30 pm
- Friday, 7:00 am – 5:30 pm
- Saturday, 7:30 am – 3:00 pm

### **WELCOME SOCIAL**

- Thursday, 9:00 pm – 12:00 am in the Grand Ballroom
- There will be a band, a cash bar; no food.

### **ALL-CONFERENCE AWARDS LUNCHEON**

- Friday, 12:15 pm – 2:15 pm in the Grand Ballroom
- Balloons indicate tables with open seating.

### **CHAIRMEN'S RECEPTION**

- Friday, 9:30 pm – 11:00 pm in the Crystal Ballroom, West Tower, Green Level; BY INVITATION ONLY

### **CLOSING SOCIAL**

- Saturday, 7:00 pm – 10:00 pm at the Art Institute
- Buses will depart from the Hyatt at 6:45 pm. The loading area will be inside the Crystal Ballroom, West Tower, Green Level. Buses will load from Wacker Drive due to the hotel renovations.
- If you choose not to use the complimentary shuttle service, you **must** enter the Art Institute through the Millennium entrance located at 159 E. Monroe Street. This is the entrance to the Modern Wing. The front entrance on Michigan Avenue will be closed and inaccessible.
- This is a ticketed event. Tickets will **not** be sold onsite at the Art Institute.

### **OTHER THINGS TO NOTE:**

- Those who have registered **must bring their email confirmation with the barcode with them to conference.** Once onsite there is a \$5 charge to reprint name badges and **event tickets will not be reprinted.** Delegates will need to repurchase any event tickets needed at the onsite price.
- Delegates may pick up any applicable ribbons from Conference Registration. Certain ribbons (Buyer's Guide advertiser, magazine advertiser) will be distributed separately.