



## Frequently Asked Questions

### **Where is Seminarfest held?**

Rio All-Suites Hotel and Casino  
3700 W Flamingo Rd, Las Vegas, NV 89103

### **How long is each course?**

Full Day Course run from 8:00AM-12:00PM, 90min break, 1:30PM-4:30PM. Registration includes the necessary course materials and lunch.

Half Day Courses: 8:00AM-11:30AM or 1:00PM -4:30PM. Registration includes the necessary course materials but does not cover lunch.

**Is lunch provided?** Lunch is provided for all Full Day courses.

**What should I bring?** All course materials will be provided. Please bring a writing instrument and a calculator if your course requires. We recommend bringing a jacket or something to keep warm as the rooms are kept cold.

### **Where is the best place to stay?**

Seminarfest is hosted at the Rio All-Suite Hotel and Casino in Las Vegas, NV. Mention group code SRSEM9 for a discounted rate by January 1, 2019. Rooms are first come, first served. Book direct at +1.888.746.6955.

### **Can I get a group discount?**

The more attendees you have, the earlier you register, the more you save! Bring five or more colleagues from your company and you qualify for our group rate. Contact our Group Coordinator for details: Nancy O'Toole, +1.847.768.3466, [notoole@assp.org](mailto:notoole@assp.org)

**How do I get my Continuing Education Units (CEUs)?** To receive CEUs attendees need to be present for the education hours of the sessions and participate in the learning activities provided. CEUs will be posted to your ASSP transcript in approximately 30 days after the last day of the conference.

1-day course = 0.7 CEUs

2-day course = 1.4 CEUs

3-day course = 2.1 CEUs

**Can I make changes to my registration?** Yes, contact our customer service team to make any adjustments to your schedule [customerservice@assp.org](mailto:customerservice@assp.org) or +1.768699.2929.

**What if I need to cancel?** Full refunds will be granted to written requests received by January 1, 2019 via email to [CustomerService@assp.org](mailto:CustomerService@assp.org) or fax to +1.847.768.3434. No shows or cancellations received on or after January 1, 2019 will not receive a refund.

If, for any reason, ASSP must cancel a course or event, liability is limited solely to the registration fees paid. ASSP is not responsible for other expenses incurred, including travel and accommodation fees.



For more information regarding administrative policies, please contact ASSP's Customer Service team at +1.847.699.2929 or [CustomerService@assp.org](mailto:CustomerService@assp.org).

**Is there bus service if the hotel sells out?** Currently, we do not provide bus service to the venue, however you can work with the hotel you are staying at to arrange transportation.

**Can I leave early from class?** Yes, however attendees must attend the full training day to receive the corresponding CEUs.

**How do I become an instructor?** Contact Aleese Eckenrode at 847.768.3405 or at [AEckenrode@assp.org](mailto:AEckenrode@assp.org)

**Do I need to get a badge?** All attendees are required to wear their badge throughout the event. Your badge allows you access to those courses included in your registration fee.

**What is an ambassador?** If you are a member of ASSP and love Seminarfest, we want you to join our group of Ambassadors. Engage with members via social media, network with newcomers and serve as a mentor to young professionals to receive free registration at seminarfest 2020. For more information, contact Dolores Suarez at +1.768.3423 or [Dsuarez@assp.org](mailto:Dsuarez@assp.org).

**What is the dress code?** business attire (no shorts or jeans) is appropriate attire for this professional conference. We appreciate your cooperation. It gets cold inside so be sure to bring something warm while you are in the classroom.

**Is there a smoking policy?** For the comfort and health of all attendees, smoking is not permitted at any ASSP function.

**Is there a professional photographer?** Registration and attendance at or participation in ASSP meetings and other activities constitutes an agreement by your registration to ASSP's use and distribution, both now and in the future, of the registrant or attendee's image or voice in photographs, video recordings, electronic reproductions, and audio recordings of such events and activities.

**Can I make a substitution?** A \$25 substitution fee will be charged per the substitution attendee. Submit substitutions in writing by January 11, 2019 to [CustomerService@assp.org](mailto:CustomerService@assp.org) or fax to +1.847.768.3434. If pricing for the new attendee changes the total cost of attending the event, you will be charged or refunded for the difference in fees.

**Does the space accommodate someone with special needs?** Whenever possible, arrangements will be made for physically challenged registrants provided ASSP received at least 45-days' notice. Please provide an explanation in writing to [CustomerService@assp.org](mailto:CustomerService@assp.org) or fax to +1.847.768.3434.