



## Frequently Asked Questions

### Where is Seminarfest held?

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

### Where is the best place to stay?

Rio All-Suites Hotel & Casino, ASSP's official hotel for Seminarfest, has special prices for event attendees. The rates are: Friday and Saturday \$165; Sunday-Thursday \$105 plus a \$20 daily resort fee and tax. When making your reservation, please call +1.888.746.6955 and specify Group Code **SRSEM9** to get these special room rates. You may also book a room online at [HTTPS://AWS.PASSKEY.COM/GO/SRSEM9](https://aws.passkey.com/go/srsem9).

The hotel reservation deadline is **January 1, 2019**. Please make your hotel reservations early as the hotel rooms at ASSP's rate may sell out before the deadline. After the cut-off date, the hotel has the option to charge a higher rate if rooms are available.

### How long is each course?

Full Day Course hours: 8:00 AM – 4:30 PM with lunch from 12:00 – 1:30pm  
Half Day Course hours: 8 AM – 12 PM (AM session) and 12:30 – 4:30 PM (PM session)  
Registration desk hours: 7:00 AM – 4:30 PM

### What is included in my registration?

All Course materials (as applicable) along with access to electronic materials. CEUs will be awarded via your transcript through the ASSP Academy. There will be morning and afternoon coffee breaks. **NOTE: You must present photo identification at registration.**

### What is NOT included in my registration?

Breakfast, dinner, travel, hotel, and parking accommodations are the responsibility of the attendee and are not included in the cost of registration.

### 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.

### 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)

### 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.



### 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.

1/2day course = 0.4 CEUs

1-day course = 0.7 CEUs

2-day course = 1.4 CEUs

3-day course = 2.1 CEUs

### What if I need to cancel?

Full refunds will be granted to written requests received by **January 2, 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 3, 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).

### 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.

### 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.

### Do I need to get a badge?

Yes, badges should be picked up at the registration desk which is open from 7am to 4pm. 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 the dress code?

Business casual 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.

### What is the 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.

**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.