



## Group Registration Policy AACAP's 56<sup>th</sup> Annual Meeting

Thank you for your interest in attending the 2009 AACAP Annual Meeting held in Honolulu, HI at the Hilton Hawaiian Village. As the group representative, we expect you to communicate these processes to your attendees. We provide many details about the registration process and appreciate your assistance with ensuring our attendees have a great experience.

Please read this policy and submit registrations before September 15<sup>th</sup>. If you have questions please contact us at [registrar@aacap.org](mailto:registrar@aacap.org) or by calling (202) 966-7300 ext. 131.

- Group registrations can be submitted by faxing or mailing all of the completed and signed registration forms to AACAP. **Faxing** is the preferred method. **No telephone** registrations are permitted.
  - Mailing Address: 3615 Wisconsin Ave. N.W., Attn: Registrar, Washington, DC 20016.
  - Fax Number: (202) 464-0131, Attention Nelson Tejada
- Group representatives may also register by submitting an Excel spreadsheet of complete attendee information.
  - Please provide your full contact information including telephone number, cell phone (if applicable), and e-mail address.
  - Spreadsheet must include full name, designation or degree, full mailing address, telephone number, and e-mail address.
  - If the attendee is an AACAP member, please denote on the spreadsheet. If this is not noted on the spreadsheet, attendees will be registered at the non-member rate.
  - If the attendee would like to purchase the “Best Value” registration package, which includes MP3 files of the audio recordings from Symposia, Clinical Perspectives, and Honors Presentations, please indicate as such on the spreadsheet. Otherwise, registrations will be charged at the general price.
  - If applicable, you must indicate any ticketed events by individual attendee. Ticketed events have limited availability and are not included in the general registration rate. All ticketed event fees will be added to the balance and must be paid in advance.
- If group registrations are submitted by a spreadsheet, the group representative is responsible for having the attendees complete and sign the AACAP registration form by **September 15<sup>th</sup>**.
- Complete payment must be submitted prior to registering your attendees. Please request a group invoice if your organization requires it for payment.

- **MONEY SENT MUST BE DRAWN ON A U.S. BANK.**
- **ALL REGISTRATION TOTALS ARE BASED ON THE U.S. DOLLAR.**
- **PAYMENT MUST BE RECEIVED BY SEPTEMBER 15<sup>TH</sup>.**
- Any registration transfers or badge changes must be submitted by **September 30th**. The Office of the Registrar will contact the group representative before the meeting to confirm your group attendee roster. You will have an opportunity to provide changes at that time.
  - Groups are allowed a maximum of 10 name changes. While we understand last minute changes cannot be avoided, we make every effort to prepare for the meeting and provide correct badges and attendee rosters.
  - Changes after **September 30th** may be subject to an administrative fee.
- Attendees can view full program information and details online by visiting [www.aacap.org](http://www.aacap.org). Your group registrants can take advantage of our online scheduling system to plan their individual itineraries.
  - Registration confirmation packets are not mailed to individual group registrants.
  - All registrants will receive an e-mail confirmation of their registration, if an email address is provided.
  - Non-member group registrants will not receive the Registration Magazine. Please contact the Office of the Registrar if you would like to request magazines.

### **Frequently Asked Questions**

1. **Is there a discount for group registration?** There are no discounts for group registrations. All registration fees are according to the member and non-member fee schedule, which is available online at <http://www.aacap.org/cs/AnnualMeeting/2009/Registration>.
2. **Am I able to pick up the registration materials for my group while onsite?** We do not allow group representatives to pick up any of the attendee's materials. Individual attendees must visit the registration desk in the Coral Ballroom foyer to pick up their materials and badge.
3. **Can I set up a table onsite to meet and facilitate my group?** We are not able to accommodate any meeting rooms or areas onsite to coordinate group registration efforts.
4. **How do I transfer an attendee's registration or make badge changes?** You can contact the AACAP Office of the Registrar before September 30<sup>th</sup> for any group registration changes. Any changes submitted after may be subject to a fee.
5. **Why do I need to have attendees sign the registration form?** All attendees must provide a signature as acknowledgement of our meeting disclaimer, which is located at the bottom of the registration form. These signed forms can be faxed or mailed while the attendee registration is handled separately.
6. **How do I handle refunds and cancellations?** Please contact the Office of the Registrar for any cancellations and refunds. All cancellations must be provided in writing or via e-mail. Cancellations are only for those registrations that will not be transferred to another attendee. No refunds are provided for cancelled registrations after September 15<sup>th</sup>. All refunds will be processed after the Annual Meeting.
7. **Are there any special requirements for a travel agency handling group registrations?** Travel agents must disclose the name of the organization they are representing.

8. **How can I make a group hotel reservation for 10 or more attendees?** In order to reserve 10 or more hotel rooms at the Hilton Hawaiian Village, contact Jill Zeigenfus at [jzeigenfus@aacap.org](mailto:jzeigenfus@aacap.org) for group reservation details.