



Frequently Asked Questions

What time does the conference program begin?

Tuesday, Feb. 4 – 7:00 AM – 4:00 PM.

Wednesday, Feb. 5 - 7:00 AM – 4:00 PM.

Hall 2 will be open at 7 AM on both days.

Is there language access for non-English speakers?

Yes, we offer Spanish and ASL interpretations for both days.

Will there be a virtual option for the conference?

No, the 2-day conference is in -person ONLY.

Will the sessions be recorded?

No.

Where can we park?

Please park at the Palmer Event Center Garage which is only accessible from Barton Springs Rd. We are paying for one parking opportunity using the QR code provided. If you leave the garage, you may be asked to pay for your 2nd entrance on the same day if you don't have the QR code.

Is this a +1 event?

No, all attendees are required to register for the conference.

Will the PowerPoint slides be shared with attendees?

This is up to the presenters. Attendees may request slides from the speakers.

Is there assigned seating in Exhibit Hall 2?

No. There is no assigned seating, but tables marked 'Reserved' are reserved for specific groups such as speakers, honorees, sponsors, etc.

Where are the workshop sessions?

The workshops sessions will take place in Meeting Rooms 1-5 upstairs, and EXH

Where is the Comfort Suite Area?

The Comfort Suite Area is located upstairs outside Meeting Room 5. There is no fee to access the space.

When will the awards be presented?

The awards will be presented during the opening ceremony and at lunch times on both days.

Where are the restrooms?

Downstairs – Restroom trailers are located outside Exhibit Hall 2 on the north exterior.

Where can I get a CEU certificate?

CEU certificates will be emailed to individuals who signed up to receive CEUs, signed in at the beginning of the workshop and took the surveys. If you used the QR code to take the survey, your CEU certificate will automatically download onto your device. As a back-up, you will receive an email with your certificate(s) 72 hours after the conference.

To qualify for a CEU certificate, the individual is required to: sign-in, be present for the entirety of the workshop session, and complete a session evaluation.

Where is the lost and found area?

Lost and found items will be in the registration area. At the end of the conference, lost and found items will be given to security at Palmer Events Center.

If I miss the conference, do I get a refund?

No.

Is there hotel room block for attendees?

Yes, please see the website for room block information.