

Sponsor & Exhibitor – Frequently Asked Questions

EXHIBIT HALL HOURS:

- April 10, 2018 Exhibitor hall available for set-up from 7:00 p.m. - 11:00 p.m.
- April 11, 2018 Exhibit hall available for set-up at 7:00 am. Set-up must be completed by 9:00 a.m.
- Exhibit hall hours: 10:00 a.m. – 5:30 p.m.
 1:30 p.m. – 2:00 p.m. - “Meet the Exhibitors” exclusive time on the conference schedule
- April 12, 2018 Exhibit hall hours: 8:30 a.m. – 4:00 p.m.
 8:30 a.m. – 9:15 a.m. - “Coffee with Exhibitors” exclusive time on the conference schedule
- Exhibit hall tear-down from 4:00 p.m. – 7:00 p.m.

SHIPPING & AV QUESTIONS:

How soon can we ship our exhibitor materials to The Hotel Roanoke & Conference Center?

Packages may be shipped April 4, 2018 – April 11, 2018 to:

The Hotel Roanoke & Conference Center
ATTN: New Horizons / Your Company Name / Name of Primary ONSITE point of contact
110 Shenandoah Ave
Roanoke, VA 24016

How do I order additional AV for my booth?

Each exhibitor table location has access to one 120 V outlet and Wi-Fi. If you wish to rent additional equipment, please order directly through The Hotel Roanoke & Conference Center via their 2018 Vendor Technology Request Form. [Click here](#) for the form.

PAYMENT & REFUND QUESTIONS:

What are my payment options?

1. Credit Card
2. Check

Upon successful registration and payment, your confirmation email will serve as your receipt. There will be a link provided on the confirmation email that will allow you to access your registration details.

When is payment due?

Payment is due upon registration. If the exhibitor fails to make payment when it is due, the space assignment is subject to cancellation or reassignment at the discretion of the VCCS, without obligation or refund of amounts already paid.

Do I receive a refund if my company has to cancel?

If it is necessary for your company to withdraw from the 2018 VCCS New Horizons Conference, you must notify the VCCS in writing. Telephone cancellations will not be accepted. Please contact:

Sandy Gharib at sgharib@vccs.edu

OR

VCCS Office of Professional Development
300 Arboretum Place
Richmond, VA 23236

An exhibitor may cancel with no penalty if the VCCS receives the request in writing three months prior to the conference. Exhibitors who cancel in writing between three months and one month prior to the conference will receive a refund of 50% of the exhibitor level package fee. No refunds will be made for cancellation requests received after one month prior to the conference. The VCCS will confirm receipt of all cancellation notices. VCCS will only honor cancellation requests whose receipts has been confirmed.

REGISTRATION QUESTIONS:**Where can I find my registration confirmation number?**

It is located on your saved confirmation email generated by CVENT at the time of registration.

Are meals included with registration?

Conference meals are included for sponsor level exhibitors (check package levels for the specific number of tickets provided). Meals are not included for general exhibitors.

How long will it take to receive my table assignment?

Table location assignments will be emailed within three (3) business days of the registration confirmation.

LODGING QUESTIONS:

Limited lodging at The Hotel Roanoke & Conference Center is included for sponsor level exhibitors (check package levels for the specific number of guest rooms provided). Sponsor level exhibitors will be provided lodging instructions by conference planning staff. Lodging is not included for general exhibitors.

Here is a list of some area hotels for your convenience:

[The Hotel Roanoke & Conference Center](#)

110 Shenandoah Ave.

Roanoke, VA 24016

Reservations: (540) 985-5900

[Hampton Inn & Suites Roanoke-Downtown](#)

27 Church Ave SE

Roanoke, VA 24011

Reservations: (540) 400-6000

*in walking distance to the conference venue

[Cambria Hotel & Suites](#)

301 Reserve Ave.

Roanoke, VA, 24016

Reservations: (540) 400-6226

[Sheraton Roanoke Hotel & Conference Center](#)

2801 Hershberger Rd NW

Roanoke, VA 24017

Reservations: (844) 305-1875

What if I have additional questions?

- **Conference registration site**, please contact the Office of Special Events and Conferences at events@vccs.edu
- **Sponsor questions**, please contact Lauren Burgwyn at lburgwyn@vccs.edu
- **Exhibitor questions**, please contact Sandy Gharib at sgharib@vccs.edu