

VCCS New Horizons 2018—Frequently Asked Questions

REGISTRATION QUESTIONS:

When is the deadline to register for the conference?

Early Bird registration ends February 16, 2018

Regular registration ends March 23, 2018

Onsite registration is permissible and will incur an additional \$25.00 management fee.

Where can I find my registration confirmation number?

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

What is the refund policy?

To receive a full refund you must cancel your registration prior to March 8.

To receive a partial refund (50%) you must cancel your registration prior to March 22.

No refund will be granted for cancellations after March 23.

Substitutions are not permitted for the New Horizons conference.

Does conference registration take care of my hotel reservation?

No—Registration for the New Horizons Conference does not secure your hotel accommodations. Hotel accommodations must be secured directly with the hotel per instructions on the registration site and provided below.

Are meals included with registration?

Yes—all conference meals (Wednesday – lunch; Thursday – breakfast, lunch, and dinner; Friday – breakfast) are included in attendee registration. For accurate food count and so as not to waste food, please make sure to indicate which meals you plan on eating at the time of registration.

How will my special dietary concerns be handled?

You will have an opportunity on the registration form to address any dietary restrictions and you will be given a special meal card with your badge at the registration desk.

LODGING QUESTIONS:

What is the VCCS covering for lodging: VCCS New Horizons Housing Policy: The VCCS will cover one (1) night's lodging and tax in one of the official conference room blocks for every VCCS employee whose campus is 50 or more miles from the conference site, full-time and adjunct alike. Employees who share a room are entitled to two (2) nights' coverage (one night per employee). The name of the roommate must be listed with the hotel. Employees who book as a single are responsible for the second night's accommodations themselves. Employees must book their reservations as instructed below using the hotel specific VCCS room block to receive the above coverage. Reservations made through 3rd party sites (e.g. Expedia, Orbitz, Travelocity, Trivago, etc.) or reservations made outside the room block will not be covered at all by the VCCS. Parking costs are not covered by the VCCS.

Important notice: It is the responsibility of each attendee to make their own hotel arrangements and follow hotel policies for adjustments and cancellations.

I would like to use a 3rd party site (e.g. Expedia, Orbitz, Travelocity, Trivago, etc.) to book my hotel room. Will the VCCS cover this reservation?

No—reservations made through 3rd party sites will not be covered by the VCCS.

Does the conference venue have enough guest rooms to house everyone?

No—The Hotel Roanoke does not have enough rooms to accommodate our large group. However, additional room blocks at overflow hotels have been contracted to accommodate all of our attendees and complimentary shuttle service to and from Hotel Roanoke is available for hotels not within walking distance.

What if I contact an overflow hotel and they don't have any more rooms in our block but they do have guest rooms available outside of our block? May I book a room outside the block and have the VCCS pay up to the room block rate, and I pay the difference?

No—reservations made outside the room block will not be covered at all by the VCCS. If an overflow hotel does not have any more available rooms in our block, then call another overflow hotel on the list.

List of hotels:

Sheraton Roanoke Hotel & Conference Center (complimentary shuttle service provided)

2801 Hershberger Rd NW

Roanoke, VA 24017

Reservations: (844) 305-1875

Conference Rate: **\$95 plus room and tax** (this is below the per diem rate)

Room Block Name: **New Horizons Conference Spring 2018**

Room Block Cut-Off: March 14, 2018 or until room block sells out, whichever comes first

To make reservations: [Click Here](#) or contact the hotel directly 540-563-9300

Hampton Inn & Suites Roanoke-Downtown

27 Church Ave SE

Roanoke, VA 24011

Reservations: (540) 400-6000

*in walking distance to the conference venue

Conference Rate: **\$112 plus room and tax**

Room Block Name: **VCCS New Horizons Conference Attendees**

Room Block cut-off: March 11, 2018 or until room block sells out, whichever comes first

To make reservations: Contact the hotel directly for availability 540-400-6000

Cambria Hotel & Suites (*King suites only – complimentary shuttle service provided)

301 Reserve Ave.

Roanoke, VA, 24016

Reservations: (540) 400-6226

Conference Rate: **\$113 plus room and tax** (*King suites only available)

Room Block Name: **VCCS New Horizons Conference**

Room Block cut-off: March 11, 2018 or until room block sells out, whichever comes first

To make reservations: Contact the hotel directly for availability 540-400-6226

The Hotel Roanoke & Conference Center

110 Shenandoah Ave.

Roanoke, VA 24016

Reservations: (540) 985-5900

Conference Rate: **\$128 plus room and tax**

Room Block Name: **VCCS New Horizons**

Room Block cut-off: March 11, 2018 or until the room block sells out, whichever comes first

To make reservations: Contact the hotel directly for availability 540-985-5900

What if I have additional questions?

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