FREQUENTLY ASKED QUESTIONS

General Registration

When and where will the Conference be held?

- 2019 Global Conference will take place on April 4-7, 2019 at the Loews Chicago O'Hare in Rosemont, IL, a hotel near Chicago O'Hare Airport.
- The conference begins with Pre-Conference activities on April 3 with fabulous options such as an art experience, architectural experience, and a shopping experience. More details on the activities and how to register for pre-conference activities will be provided when the details are finalized. Note: the price of the pre-conference activities are not included in the conference registration.
- The conference formally begins on the morning of Thursday, April 4 with a Member Meeting in the morning and runs through late afternoon on Sunday, April 7 ending at 5pm.

How can I register? What are the registration rates?

- Registration is open and online registration is available until April 4, 2019.
- Please visit the registration page for deadlines, rates, and other registration information.
- All AICI Members in good standing are eligible for the Member rates. If you have questions about your membership status, please email: info@aici.org and +1 (651) 290-7468
- Early Bird rates for Members apply until September 30, 2018.

What is the refund policy?

- Please read the Cancellation Policy information on cancellations and refunds.

Hotel & Travel

When should I plan to arrive and leave?

- Arriving on Tuesday, April 2 is recommended in order to participate in the pre-conferences activities on Wednesday, April 3. Pre-conference activities include three options: Art experience, Architectural experience and a Shopping experience. More details and how to register for pre-conference activities will be provided soon. Pre-conference activity fees are not included in the conference registration.
- If you do not plan on attending pre-conference activities, arriving on Wednesday, April 3 is recommended in order to attend the opening morning Member meeting Thursday, April 4.

How do I reserve my room at the conference hotel and what are the rates?

- To reserve a room at Loews O'Hare Hotel you do so online or by contacting the Loews Reservation Center: 1-877-868-9134
- Use **Group Code ACI512** to book our rates. Special room rates listed below available until March 4, 2019 or until the room block is exhausted, whichever comes first:

Occupancy	Rate
Single/Double	$169
Triple	$189
Quadruple	$209

- The Loews O'Hare Hotel is located at: 5300 North River Road, Rosemont, IL 60018 USA

Does the hotel provide a shuttle from and to the airport?

- Yes, the hotel provides a complimentary shuttle. Please visit the Hotel & Travel page for more information.

Does the hotel provide parking for conference attendees?

- Yes, onsite parking for AICI conference attendees: $13 self-parking and $36 valet.

Does the hotel provide free WiFi?

- Yes, the hotel provides free WiFi. Conference attendees will be provided a access code for WiFi access throughout the hotel.

Exhibiting and Advertising

What are the costs for exhibiting and advertising?

- Prices vary based on a variety of factors. Please review the Sponsorship Prospectus for more information on pricing.

When can exhibitors set up?

- Exhibitors can begin set-up on April 3 at 8:30pm and before 8:00am on Thursday, April 4.

When is exhibitor move-out?

- Sunday, April 7 at 5:00 PM

When will the Exhibit Hall open?

- The Exhibit Hall will open on Thursday, April 4 at 8:00am

General Questions

Where can I find a preliminary program?

- The final schedule will be found on-line in the next few months.
- Below is a preliminary program. The conference features over 30 concurrent educational sessions with 14 workshops, 2 Keynotes and a Panel with the fashion show. A high-level timeline of events is as follows:

Day	Activities
Wednesday, April 3	• CIC exam, CIM panel, • Pre-conferences activities • Evening Welcome Reception
Thursday, April 4	• Morning Member Meeting • Keynote with Lyn Slater • Concurrent Sessions held in English, Spanish and Chinese • Evening Opening Reception
Friday, April 5	• Concurrent Sessions held in English, Spanish and Chinese • Panel Session with Bridget Halanski • Fashion Show during Lunch • CIC, CIP, and CIM work through and Leadership training • Dinner on your own
Saturday, April 6	• Concurrent Sessions held in English, Spanish, Chinese and Japanese • CIP and CIM Lunch • Evening Reception and Gala
Sunday, April 7	• Closing Keynote with Nena Ivon • Concurrent Sessions held in English, Spanish and Chinese • Conference finish at 5 pm

Is there a way I can download the agenda before the conference?

- A PDF version of the preliminary program will be available for download on the home page.

Where can I find a list of educational sessions and speakers?

- The list of sessions and speakers will be posted soon.

Who can I contact with questions about the conference?

- For questions about the conference, please contact: info@aici.org +1 (651) 290-7468
- For questions about Sponsorship and Exhibitor opportunities, please contact: blakef@ewald.com