

Frequently Asked Questions

In order to best assist you with the registration process and any additional questions regarding GFOA's 104th Annual Conference, June 6 - 9, 2010, in Atlanta, Georgia, please review the following list of *Frequently Asked Questions*.

Membership/Registration/Substitution

I am a member of my state GFOA. Does this entitle me to the GFOA member discount rates?

In order to receive the discount rates, you need to be a member of the national GFOA. You can also join GFOA today and save \$25.00 on your conference registration with a paid new membership. Please visit www.gfoa.org for a membership application.

My government is a member of GFOA. Does that entitle me to the membership rate for the Annual Conference?

Only those individuals listed as members of GFOA are entitled to the member rate. If one of the members from your government is not attending the Annual Conference, GFOA does offer a one-for-one substitution.

When I register online, is my GFOA membership number my password?

Each member who has used the e-store will have a unique login and password that he/she has created. If you have misplaced your login and/or password information, please send an e-mail to logins@gfoa.org.

I need to register multiple staff from my office. Can I create an account online and register everyone under that account?

Each member has a unique account. Active members registering for the conference online will need to login under their own record. For login and/or password

information, please contact logins@gfoa.org with all attendee names.

When are the discount deadlines to register for the Annual Conference?

- January 29, 2010: First discount deadline
- April 16, 2010: Second and final discount deadline
- April 17, 2010: Full registration fee required

Can I receive the group discount if I register on the e-store?

In order to qualify for the group discount, the group of registrations must be submitted together with payment via mail, fax, or scanned and e-mailed to conference@gfoa.org.

Can I register for conference over the telephone?

The GFOA requires all registrations to be completed online or submitted by mail, fax, or scan (e-mail to conference@gfoa.org).

Once I submit my conference registration, will a fax or e-mail confirmation be sent to me?

Due to the high volume of registrations being processed, we are unable to confirm by fax or e-mail. Confirmations are mailed directly to each individual delegate.

Does the 10% discount for a group of 3 or more people attending the conference include the preconference seminars?

The 10% group discount is for the Annual Conference registration fee only. This does not include preconference seminars.

I am registered for the conference, but my plans have changed and I cannot attend. Can someone from my staff attend in my place?

We do allow for a one-for-one substitution. Please send a request of the change to conference@gfoa.org.

What is the cancellation and refund policy?

- **April 23, 2010:** No fee for cancellations received before this date.
- **May 21, 2010:** Cancellations postmarked after April 23 but by May 21 will be refunded, less a 25 percent service fee.
- **May 28, 2010:** Cancellations postmarked after May 21 but by May 28 will be refunded, less a 50 percent service fee.
- **May 29, 2010:** No refunds will be issued this date forward.

I cannot attend the full conference. Do you have a one-day rate available?

Take advantage of the one-day rate on either Monday, June 7, 2010, or Tuesday, June 8, 2010. You will have access to all conference sessions, meetings, luncheons, and exhibits held on that date. Earn up to 8 CPE credits on Monday and up to 6 CPE credits on Tuesday. This is also a great way to train junior staff in your organization and save on travel expenses. Visit www.gfoa.org for the one-day rate registration form.

Guests

I'm already registered for the conference. How do I reserve badges for my guests?

Badges can be added to your online account on the e-store through the "Add/Edit Guest Badge" tab. You can also request additional guest badges by sending an e-mail to badges@gfoa.org. Indicate in the subject line that you are adding guests. Include your name, city, state/province, and the full name of any additional guests. If any of your

guests are children under 13, please indicate their age.

Conference Sessions

What are preconference seminars?

On Friday and Saturday before the start of the Annual Conference, the GFOA offers half day (four hour) or full day (eight hour) seminars. These seminars are designed to take a more in-depth exploration of a current issue or topic. Preconference seminars are an excellent way to earn additional continuing professional education (CPE) credits and maximize your educational experience. For more information and to register, visit www.gfoa.org.

Do I need to pre-select the concurrent sessions I plan to attend at conference?

The GFOA has developed an open curriculum that enables delegates to attend any session of their choosing without limiting the audience. You can choose which sessions to attend upon arrival.

What is the address of the convention center?

The Georgia World Congress Center, Building C, is located at 285 Andrew Young International Blvd., NW, Atlanta, GA 30313.

Exhibit Hall

What are the details for this year's Exhibit Hall?

See the latest innovations from exhibitors offering management- and finance-related products and services to local, state, and provincial governments. The GFOA's exhibit hall is open Sunday, June 6 through Tuesday, June 8, in Hall C1 of the Georgia World Congress Center. Tentative hours are as follows:

- Sunday, June 6, 2010
9:00 a.m. - 6:30 p.m.
- Monday, June 7, 2010
9:00 a.m. - 6:00 p.m.

- Tuesday, June 8, 2010
8:30 a.m. - 2:30 p.m.

If you have any suggestions on exhibitors, please e-mail conference@gfoa.org.

Visit www.gfoa.org for a list of current exhibitors and/or information on exhibiting.

Housing

Has the GFOA made arrangements with any of the area hotels?

The GFOA has made arrangements for conference attendees at the government per diem rate at the following hotels: Atlanta Marriott Marquis, Hilton Atlanta, Hyatt Regency Atlanta, and the Westin Peachtree Plaza.

What is the Housing Bureau? How can I contact the Bureau?

The Atlanta Convention and Visitors Bureau has a division that processes hotel reservations on behalf of organizations that bring large conferences to the city – the Housing Bureau. Reserve your hotel room through them by calling (404) 521-6630 or e-mailing housing@atlanta.net.

If you and/or your guests have special needs, please alert the Housing Bureau at the time of your booking so that proper accommodations can be arranged for your visit.

Are the hotels within walking distance of the convention center?

The hotels are within walking distance of the Georgia World Congress Center, Building C. Atlanta's Ambassadors Force is available to help with information and directions along the way.

Will courtesy shuttle buses also be provided from hotels to the convention center?

GFOA will provide courtesy daily shuttle service between conference hotels and the convention center and vice versa.

Approximate one-way travel time in the shuttle bus is 7-10 minutes.

Atlanta Information

What airport services are in the Atlanta area?

Atlanta is accessible from the Hartsfield-Jackson Atlanta International Airport.

What discounts are available for Conference travel?

- American Airlines- Code 5360AJ
www.aa.com
- AirTran Airways- Code ATL060610
phone- 866.683.8368
- Delta/Northwest- Code NM4K3
www.nwa.com
- Hertz Rental Car- Code
CDP #154477
www.hertz.com

Will courtesy shuttle buses be provided from the airport to my hotel?

Delegates are responsible for their own travel to/from the airport. Shuttle companies and taxicabs services are available at each airport. Visit www.theatlantalink.com or www.itsmarta.com/airport.aspx for detailed information or rates.

GFOA Events

What are the details for the Welcome Reception?

The Welcome Reception will take place on Sunday, June 6, 2010, from 5:00 - 6:30 p.m. in the Georgia World Congress Center, Building C. It is complimentary to all registered attendees and guests. Beverages and light hors d'oeuvres will be available.

What is this year's finale event?

Purchase tickets to GFOA's *Deep Blue Adventure* at the Georgia Aquarium on Tuesday, June 8, 2010, from 7:00 - 10:30 p.m. For details and to register, go to www.gfoa.org.

Are there any GFOA organized sporting events?

The GFOA Atlanta Local Conference Committee is looking for golfers and tennis players in order to gain interest in organized events.

If you are interested in playing golf or tennis during your stay in Atlanta, e-mail conference@gfoa.org, and keep an eye on GFOA's Web site for emerging details.

Depending on interest, a golf and tennis event will be scheduled for the morning of Sunday, June 6, 2010.

What other activities can I plan for in Atlanta?

Visit www.atlanta.net for a list of attractions and entertainment in and around the city during your stay.

General Inquiries

What should I do if I have a question that is not on this list?

E-mail conference@gfoa.org.