



FREQUENTLY ASKED QUESTIONS

ATTENDANCE

Q. Who should attend the National Convention?

A. All active mothers, associates/life members, fathers, teens, children and members of Provisional Groups are encouraged to attend the National Convention. Each chapter must have a registered Delegate in attendance.

Q. When does the Convention begin?

A. Tuesday, July 26, is the start of the convention with the Opening Ceremony commencing on Wednesday morning.

Q. Will attendance at the Convention count towards my 1 in 4?

A. All mothers who have a paid registration and ATTEND the 2016 National Convention will receive credit for attending AFTER the close of the convention. At the time of check-in ALL mother members must pick up their own registration materials and provide a valid ID. Convention badges will be scanned daily.

Q. What if my child is graduating out in May 2016 and I need to attend the 2016 Convention to meet my 1 in 4 requirement?

A. If you are a 2015-2016 graduating mother and you are using the 2016 National Convention to meet your 1 in 4 requirement, print a copy of the confirmation and present it to the Chapter/Region as your proof of meeting this requirement. If you do not attend the convention, and have your badge scanned daily, your 1 in 4 will NOT be counted and your membership status could be terminated (not in good standing). Review the National Constitution and Bylaws for more details.

REGISTRATION

Q. How do I register for the convention?

A. Members can use our convenient online registration system by clicking on the "Register Now" button, located on the Registration page. There will be no onsite registration.

Q. Our chapter has elections in April. Should we wait until we know who the new President/Officers are before a delegate is registered?

A. Chapters can register a delegate now and if that person changes, submit the Attendee Substitution form by June 15 or go back into the registration and select Modify Registration to make the name change. Changes will not be made after this date.

Q. I am a new member and do not have a Member ID. How can I register?

A. Select New Member as the registration type. You will not need a Member ID to register. Headquarters will manually add your Member ID to track your attendance for the 1 in 4 requirement.

Q. What are the acceptable forms of payment?

A. **For Delegate and Alternate registrations ONLY** Chapter Checks will be accepted. At checkout, select check as your payment method. Follow the instructions to complete your registration. Your chapter check and a copy of your registration confirmation **MUST** be postmarked (via verifiable delivery, no signature required) and received by the Jack and Jill, Inc. Headquarters within 10 business days of the date of your registration. If the check is not received within this time frame, your registration will be cancelled. Also, additional banking fees for insufficient funds will be charged to the chapter for all returned checks. For all other registrations credit or debit cards will be accepted.

Q. Can I register more than one member using the online registration system?

A. Yes. The registration portal will allow you to register more than one registrant.

Q. What are the registration deadlines?

A. Early registration ends April 30, 2016. Registrations submitted May 1-May 31 will include an additional fee of \$100. The online registration portal will only be open to new mothers initiated in 2016 after May 31, 2016.

Q. What is the cancellation policy?

- A. All cancellations must be requested in writing and sent to National Headquarters. Cancellations are as follows:

<u>Postmark Date</u>	<u>Fee for each cancelled registration</u>
On or before May 31	\$100
After May 31	No refund given

For complete details, including where to mail your cancellation request, please refer to the Cancellation Policy located on the Registration Page.

Q. If I am unable to attend, can someone attend in my place?

- A. Yes. You must log back into the registration site and use the email address used to register and the confirmation number and make the like to like substitution (child to child, teen to teen, mother to mother, etc.) on or before May 21, 2016. You must contact the JW Marriott directly to make room reservation changes.

DELEGATE/ALTERNATE**Q. This is my first time serving as a delegate. What should I expect?**

- A. Thank you for serving! Delegates represent the chapter and vote on its behalf on a variety of subjects. You should plan on attending all plenary sessions, workshops, and forums as well as be knowledgeable about Convention protocol and Roberts Rules of Order. Prior to the convention, there will be a webinar to review your role, how to prepare, and what to expect. Also, on Tuesday, July 26 there will be a Delegate/Alternate First Time Orientation Meeting to help you become acclimated to the space and review procedures.

LODGING**Q. What is the official National Convention hotel and the rate?**

- A. The official hotel is the JW Marriott Desert Springs Resort and Spa located at 74855 County Club Drive, Palm Desert, CA 92260. The room rate is \$153 per night, plus 12% tax, plus \$0.85 per day California tourism tax. There is a \$1 daily resort fee.

Q. How do I make hotel reservation?

- A. Hotel reservations can only be made after you have registered for the convention. After you have registered, there will be a link to the hotel's reservation system in your registration confirmation. All rooms are booked on a first-come, first-served basis and are subject to availability.

Q. What is included with the resort fee?

- A. Resort charge includes self-parking, high speed internet access, local cable, evening refresh, bottled water (2), spa, fitness center, The Greenes (18 hole course), lawn games, and golf bag storage.

Q. Are gratuities included for the room?

- A. Housekeeping gratuities are \$3 per room per day. Porterage gratuities are \$12 per person round trip.

Q. Can I arrive early?

- A. The special Jack and Jill room rate is available 4 days before the start of the convention and 2 days after the close of the convention, based on room availability. We encourage you to take advantage of this great room rate and turn the convention into a fun-filled family vacation.

Q. What are the rates for golf or tennis at the resort?

- A. For the convention, Jack and Jill registered attendees have a rate of \$59 per person for 18 holes of golf. This includes cart, green fees, and unlimited range balls. Tennis rates are \$22 per hour for the hard court, \$27 per hour for the clay court, and \$32 per hour for the grass court.

Q. What is the charge to park?

- A. If you are staying at the hotel, self-parking is free. Valet parking is \$29 per day.

TRAVEL & TRANSPORTATION**Q. What is the closest airport to the resort?**

- A. The closest airport is Palm Springs International Airport-PSP (12 miles/25 minutes). Other airports are Ontario International Airport-ONT (82 miles), John Wayne Airport-SNA (108 miles) and Los Angeles International Airport-LAX (135 miles). The Palm Springs Amtrak station is 18 miles away.



Q. What is the best way to travel from Palm Springs Airport to the hotel?

A. The JW Marriott does not offer shuttle service, therefore a cab or Uber are options. The estimated one-way cab fare is \$45. If you plan to go offsite, renting a car is also an option.

Q. Will I need my own transportation?

A. Transportation will be provided for all listed convention events. If you wish to sightsee, then you will need a car. Hertz is located at the hotel if you decide after you arrive that you would like to rent a car.

FOOD ALLERGIES/SENSITIVITIES**Q. I have food allergies/sensitivities. How will this be addressed for meals?**

A. During the online registration process check all the boxed that apply to your situation. When you pick up your registration materials, you will receive food cards that are to be presented to the wait staff for convention paid meals. Every attempt will be made to accommodate restrictions but for extreme sensitivities, please plan accordingly.

MEALS**Q. What meals are included with registration?**

A. Tuesday evening, light fare will be served at the Welcome Reception. Breakfast is included for 3 days; Lunch is included 2 days, dinner is included 2 nights. Throughout the convention, there will be several receptions where light refreshments and hors d'oeuvre's will be served.

Q. What are the onsite or local dining options?

A. The resort has six onsite restaurants in addition to a Starbucks. There are several options near the hotel that serve a variety of dining choices and price ranges.

WEATHER**Q. What is the weather like in Palm Desert?**

A. Hot and sunny weather, clear blue skies, and low humidity. In July, the average morning temperature is 76° and by mid-day the high is 108°. As the sun sets around 7:52pm, the temperature drops back to 92°. It is best to be outside before 1pm and then again after sunset.

ATTIRE**Q. What is the attire for the convention?**

A. A detailed list of attire, by day and event, will be sent to all registered attendees by May. As is customary at a National Convention, members will need to wear all white at the Opening Ceremony, Memorial Service and Installation Ceremony. After 5 attire is appropriate for the closing gala.

AGENDA/ACTIVITIES**Q. What activities are there for children and teens?**

A. There is an exciting and robust agenda planned for children (age 5-12) and teens that will keep them engaged from 8am each day until midnight. There will be a professional childcare company to supervise each day. Continue to check the child and teen agenda for updates.

Q. Will there be activities for Fathers?

A. Yes, dads will have activities starting on Wednesday that will allow them to experience the best Palm Desert has to offer. Continue to check the Father's agenda for updates.

Q. What is the agenda?

A. There is a tentative agenda on the registration site, but expect plenary sessions Wednesday-Friday. We will hold elections, conduct business, and have workshops. In addition, expect to attend receptions, and events. We will work but also have time to play.

Q. Are there programs for babies through pre-school?

A. There is not a Jack and Jill sponsored daycare program at this time. The hotel also does not offer babysitting or childcare, but the concierge can provide a list of in-room childcare providers for you to contact. There are also local companies that provide rentals for baby items.

