

2018 National Leadership Conference Registration Frequently Asked Questions

Most of your questions can be answered in the NLC Guide and other documents located [here](#) on the FCCLA website.

1. Where and when is the 2018 NLC?

This year's conference will take place Thursday, June 28 – Monday, July 2 in Atlanta, GA at the Georgia World Congress Center (GWCC). Conference events, including registration, general sessions, and the Exhibits Expo will take place at the GWCC.

2. What are the registration rates for NLC?

The rates are listed in the NLC Guide on the FCCLA website. The Registration Package includes a Weekly Registration, FCCLA Special Event, and Gala.

3. Are meals included in the meeting rates?

No. Meals are not included in the rates and are the attendee's responsibility. Concessions will be offered in the GWCC for your convenience. A variety of restaurant options are available within walking distance of the hotels and the GWCC at various prices. Many of the options are inexpensive and very affordable to students on a budget. Food trucks will also be offered at the FCCLA Concert (\$10 food voucher is included in the price) for attendees to purchase. The FCCLA Gala ticket includes heavy hors d'oeuvres and dessert.

4. When are the general sessions?

Opening General Session

Thursday, June 28
6:00 PM – 8:00 PM

Business Session

Sunday, July 1
3:00 PM – 4:00 PM

Recognition Session

Sunday, July 1
9:00 AM – 11:00 AM
Includes recognition awards, Knowledge Bowl finals and fashion show.

Closing General Session

Monday, July 2

5:30 PM – 7:00 PM

Please see the Schedule-At-A-Glance on the FCCLA website for more details on the meeting schedule.

5. How do I register for the National Leadership Conference?

Login to the FCCLA Portal through the Chapter Login button on the FCCLA National website or go to <https://affiliation.registernmychapter.com/fccla#>. Once you are logged-into your chapter, select the **Meetings&Events** tab. Then select the **2018 National Leadership Conference** and click the **Register Students** or **Register Advisers** button to start registering attendees from your chapter for the conference. You will need to register all chaperones, parents, and others attending from your chapter as guests. You must hit **Submit Registration** to officially be registered for the conference. FCCLA recommends that you register the adviser or adult chaperone first since some events require a registered chaperone to register a student.

Step-by-Step registration instructions are located on the FCCLA website/Meetings/National Leadership Conference page.

6. How do I make hotel reservations for the conference?

Instructions for making hotel reservations will be emailed to you after you submit your registration. It may take 24-48 hours to receive the email after you have registered. If you have not received your confirmation within 24-48 hours, check your spam/junk folder. If you are still unable to locate the email, please call 703-476-4900 or email meetings@fcclainc.org. Once you receive the NLC confirmation email, you can use the housing link or download the official housing form to make room reservations. If using the housing form, follow the directions and email the completed housing form to fccla@eventsphere.com no later than **May 15, 2018** at 5:00 PM EDT. The 2018 NLC Housing Bureau, EventSphere, will send you a confirmation email after you make reservations online or your housing form has been entered. Follow the instructions listed on the hotel confirmation for additional payment information.

*Please note that housing forms are due by **May 15, 2018 5:00 PM EDT** to guarantee rooms at FCCLA's 2018 NLC hotel rate. Reservations made after May 15 will be based on hotel and rate availability and cannot be guaranteed housing in the same hotel as your state delegation or within the FCCLA hotel block.

7. When will I receive my hotel confirmation number?

Once you submit online or your housing form has been entered, you should receive your hotel confirmation by email within 5 business days. If you do not receive your confirmation after 5 business days, please contact the housing bureau, EventSphere, at fccla@eventsphere.com or call 1-844-868-1793.

8. Which hotel is my state assigned to?

The 2018 NLC Hotel & Travel Information posted on the [FCCLA website](#) lists the assigned hotels.

9. Do I have to pay a deposit for my hotel reservations?

No, a deposit is not required to confirm your hotel reservations. However, a credit card is required to confirm your reservation(s). Your room(s) will only be confirmed and on hold once a credit card number has been provided.

10. Will my credit card be charged for my hotel reservation?


The credit card on file in the housing reservation system will not be charged unless full payment is not received by your confirmed hotel at least 10 business days prior to your first arrival date.

11. How do I cancel a NLC registration?

Cancellations are done completely within the FCCLA Portal. The adviser must login to the FCCLA portal, select the **Meetings&Events** tab, then select the **2018 National Leadership Conference**, next select the **Cancel/Substitute Request** button. From here select the attendee and items you wish to cancel. Step-by-step cancellation instructions are included in the 2018 NLC Registration Instructions guide located on the FCCLA website/Meetings/National Leadership Conference page. Cancellation and refund policies are outlined below.

- Cancellation and refund request must be submitted online through the FCCLA Portal by June 1, 5:00 PM EDT. Email, fax, and telephone cancellations will not be accepted.
- For cancellations received by the deadline, FCCLA will refund your conference registration less a \$25 administrative fee per attendee cancellation. This fee will include tours, the FCCLA Special Event, and FCCLA Gala if they are cancelled at the same time.
- Refunds are not honored for Continuing Education Credits, Adviser Academy, Career Explorations, Leadership Academy, Run4Red 5K, or Competitive Events.
- Requests for refunds will not be honored for cancellations received after June 1, 2018 5:00 PM EDT.
- Refunds for “no-shows” will not be honored, and the registrant and/or chapter will still be responsible for all registration fees. Please note your chapter will not be eligible to register for future FCCLA national conferences/meetings or affiliate until the balance has been paid in full.
- All refunds will be processed following the conference

12. How do I get a copy of my Registration Summary for each attendee?

You can get a copy of your Registration Summary in the FCCLA Portal. The adviser must login to the system, select the **Meetings&Events** tab, then select the **2018 National Leadership Conference**. Click the () button to the right of the registrant's name and then click on the **PDF** at the bottom left. A PDF file will be downloaded that contains a summary of all items each registrant registered for including volunteer listings and Leadership Academy schedules.

13. How do I make a Name Changes/Substitution?

Substitutions are done completely in the FCCLA Portal. The adviser must login to the system, select the **Meetings&Events** tab, then select the **2018 National Leadership Conference**, next select the **Cancel/Substitute Request** button. From here select the attendee and items you wish to substitute. Step-by-step substitution instructions are included in the 2018 NLC Registration Instructions guide located on the FCCLA website/Meetings/National Leadership Conference page. Name change/substitution policies:

- Name changes/substitutions must be submitted online through the FCCLA Portal by June 1, 5:00 p.m. EDT. Telephone, email, and fax changes will not be accepted.
- FCCLA will process the name change/substitution without penalty until June 1, 5:00 PM EDT.
- All requests for name changes/substitutions received after June 1, 5:00 PM EDT will incur a \$25 administrative fee.



14. How do I cancel a tour ticket, gala ticket, or other item?

Cancellations are done completely within the FCCLA Portal. The adviser must login to the system, select the **Meetings&Events** tab, then select the **2018 National Leadership Conference**, next select the **Cancel/Substitute Request** button. From here select the attendee and items you wish to cancel. You must check the cancel box, enter a reason for the cancellation and select the item(s) you wish to cancel. Please allow up to three business days for the cancellation to be processed. Tours, special event, and gala cancellation policies:



- Cancellation and refund requests must be submitted online through the FCCLA Portal by June 1, 5:00 PM EDT. Telephone, email, and fax cancellations will not be accepted.
- If you are cancelling a registration in full (i.e. the attendee is no longer going to attend), FCCLA will issue a refund for tours, the FCCLA Special Event, and Gala, less a \$25 administrative fee.
- For individually cancelled tours, the FCCLA Special Event, or Gala, FCCLA will issue a refund, less a \$25 administrative fee.

- Requests for refunds will not be honored after June 1, 5:00 PM EDT or for “no-shows”.
- Your chapter will not be able to register for future FCCLA national conferences/meetings or affiliate until the balance has been paid in full.
- All refunds will be processed following the conference.
- The cancellation policy for Tours, Special Events, and the FCCLA Gala will apply if these events have been registered for and are subsequently cancelled with a conference substitution.

15. How do I edit a Leadership Academy Schedule?

Edits are done completely within the FCCLA Portal. The adviser must login to the system, select the **Meetings&Events** tab, then select the **2018 National Leadership Conference**. Click the pencil icon () to the right of the student’s name under Leadership Academy Schedule and you will be able to modify the schedule. Make sure you click on the “Save Changes” button. You can now get a summary of the updated schedule by clicking on the view () icon then selecting the **PDF** button.


16. How do I edit my volunteering preferences?

Edits are done completely within the FCCLA Portal. The adviser must login to the system, select the **Meetings&Events** tab, then select the **2018 National Leadership Conference**. Click the ‘i’ icon () to the right of the attendee’s name and you will be able to change volunteering preferences. Make sure you click on the “Save” button. You can now get a summary of the schedule and volunteer selections by clicking on the view () icon then selecting the **PDF** button.

17. When will I receive my refund for my cancellation?

Once you submit a cancellation within the FCCLA Portal, it will take up to three business days to process the request. You will receive an email once the request has been processed with the updated invoice showing the credit memo/deduction. All refund payments will be processed after the conference.

18. How will I receive an invoice for my conference registration?

Once you click Submit Registration, an invoice is automatically generated and can be found in the **Invoice History** Tab in the FCCLA Portal. An email with the invoice will also be sent to the main contact’s email address. Click on the eyeball icon () to view the invoice. Select download to save it to your computer and print.

19. Why will the system not allow me register for the conference?

You cannot register for the conference until all unpaid invoices are paid in full. Go to the **Invoice History** tab to view your unpaid invoices. From here you can select the **Pay Invoices** button to pay by credit card or select the eyeball icon to view, download, and print invoice if paying by check. You must also be an affiliated adviser or student to register for the conference (status to the left of the name must say **Pending** or **Affiliated**). All others including chaperones, school administrators and parents must be registered as a guest.

20. How do I register my student for a STAR Event?

State advisers approve the students who qualify to compete at National STAR Events. Please contact your State Adviser to qualify your student, if they are eligible. Once they have been qualified by the state adviser, their information will appear on the Competitive Events tab when registering that student. You do not have to wait to register the student for the conference. You can go back into the registration to add the STAR Event at a later date. If it is close to the date when registration rates change and the student is definitely attending the conference. We would encourage you to register the student at the lower rate, then go back and add the STAR Event.

21. Do we have to stay at one of the official conference hotels?

FCCLA contracts with hotels in cities where the nationally sponsored meetings are held. Room rates and cost of meeting space are based on an anticipated room pick-up. It is important that FCCLA state association stay within the official meeting/conference hotel block when attending the meeting/conference.

- a. Delegates who live more than 30 miles from the convention site and do not stay within the official meeting/conference hotel block will be assessed a meeting room fee of \$25 per individual conference registration in order to register for the meeting/conference.
- b. Delegates attending nationally sponsored meeting/conferences and not staying within the official meeting/conference hotel block may not participate in national competitive events or run for national office.

The meeting room fee is listed under the **Items** tab in the registration system.

22. Why have I not received an invoice for my conference registration?

You will need to go to the **Meetings & Events** tab and click the **Submit Registrations** to generate an invoice. You can view your invoice by selecting the Invoice History tab. You should also receive an email confirmation once the conference registration invoice is created.

23. Can I get the conference rate if I am a guest?

Only registered conference attendees are eligible to take advantage of the FCCLA negotiated conference room rates within the FCCLA housing block dates. Please note: state/chapter advisers, affiliated students, and chaperones will be given priority for housing at the state's assigned hotel. It is the responsibility of the adviser/chaperone to provide supervision to their student(s) throughout the entire conference. As such, all advisers/chaperones must register for either the weekly registration or registration package and attend the entire conference for supervision of the students. Daily registrations and STAR Events Recognition Session attendees are eligible to stay within the FCCLA hotel room block for the night before and day of the registration (i.e., Monday Daily Registration allows for a hotel reservation from Sunday through Tuesday).

24. What is the Chaperone Policy?

It is mandatory that there is (1) adult chaperone for every (12) high school or (10) middle school students attending the conference. Please be advised that your local school district may have specific rules that require a higher adult chaperone to student ratio. You should follow the rules of your school district if the requirements are higher than those set forth here. Chaperone to student ratios will be verified prior to the conference and chapters not in compliance and their state advisers will be notified. It will be the responsibility of the chapter adviser to register additional chaperones if necessary. Adults who will be serving as chaperones must be registered for the entire conference to properly supervise students.

25. Will transportation be provided from the hotels to the Georgia World Congress Center?

All hotels are within walking distance of the GWCC and transportation will not be provided. If you have special needs please indicate them when you register for the conference and notify meetings@fclainc.org at least 60 days prior to NLC.

26. Who should I notify if I require special accommodations?

If you require special accommodations, please notify FCCLA at least 60 days prior to the conference at meetings@fclainc.org AND when you are registering for the conference.

All Competitive Events Questions please call 703-476-4900 ext 301 or email competitiveevents@fclainc.org.

All other questions please call 703-476-4900 or email meetings@fclainc.org.