

# 2025 National Leadership Conference Frequently Asked Questions

Most questions can be answered by viewing the [NLC page](#) of the FCCLA website.

## REGISTRATION QUESTIONS

### 1. How do I register for the conference?

Login to the FCCLA Portal or go to <https://affiliation.registermychapter.com/fccla#>. Once you login select **'Meetings & Events'** then **'2025 National Leadership Conference'**. Register chapter advisers and members using the **'Register Students'** and **'Register Advisers'** buttons. Next, you will need to register all chaperones, parents, and others attending from your chapter using the **'Register Guests'** button. Enter all information for each person attending. On the main screen, you will select **'Accept Disclaimers and Waivers'** and then select **'Submit Registration'** and **'Create Invoice'** to complete the registration(s). FCCLA recommends that you register the adviser or adult chaperone first since some events may require a registered adviser/chaperone to register a student. Once you select **'Create Invoice'**, an invoice is created and you are officially registered for the conference.

### 2. How can I tell if we are registered?

There are two ways to confirm you are registered:

- You should see a status of "Pending" next to each individual listed. The Pending status means you are registered but not paid. Once your invoice is paid, the status changes to "Registered".
- You see a conference invoice in your Invoice(s) tab for the 2025 NLC. Verify everyone is listed for all their items on the invoice.

### 3. What should I do if the system does not allow me to register for the conference?


There are two things to check if you are not able to register for the conference.

- You cannot register for the conference until all previous invoices are paid in full. Go to the **'Invoice(s)'** tab to view the unpaid invoices. On the Invoice(s) page you can select the **'Pay Invoices'** button to pay by credit card or download the invoice to mail a check.
- You must also be an affiliated adviser or student to register for the conference (status to the left of the name must say **"Affiliated"**). All others including chaperones, school administrators, and parents must be registered as a guest.

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

Once you click **'Submit Registration'** and **'Create Invoice'**, a pop-up screen appears with three options: View Invoice, Pay Invoice, or Pay Invoice Later. An invoice is then automatically generated and can be found in the **'Invoice(s)'** tab in the FCCLA Portal. The invoice will also be emailed to the primary adviser.

### 5. How do I see the items each attendee has on their registration?

You can review the items each person has on their registration by selecting the  icon next to each attendee's name. In the pop-up screen, you can select the **PDF button** at the bottom left and download it for your reference.

### 6. How do I cancel an NLC registration?

Cancellations must be submitted online through the FCCLA Portal by June 4, 2025 11:59 PM ET to be eligible for a refund, less applicable administrative fees. No refunds will be honored for cancellations received after the deadline. The adviser must login to the FCCLA Portal, select **'Meetings & Events' / '2025 National Leadership Conference' / 'Cancel/Substitute Request.'** Be sure to expand the items using the plus sign icon on the left. Select the item you are canceling and then select the **'Type'** and **'Cancellation/Substitution Reason'** from the dropdown options provided. Lastly, submit your request using the **'Submit Cancel/Substitute Request'** button and then click **'Confirm'** twice. After your request is submitted, National FCCLA will have 5 business



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days to approve it. After the request is approved, the update will be made in the FCCLA Portal. Carefully review the cancellation/substitution policies located on the NLC page of the website.

### 7. How do I make a name change/substitution for an NLC registration?

Substitutions must be submitted online through the FCCLA Portal by June 4, 2025 11:59 PM ET for no additional fee. Substitutions received after June 4 will incur a \$25 fee. The adviser must login to the FCCLA Portal, select **'Meetings & Events' / '2025 National Leadership Conference' / 'Cancel/Substitute Request.'** Be sure to expand the items using the plus sign icon on the left. Select the person/item you are changing and then select **'Substitute to Attendee'** for the **'Type'** and the **'Cancellation/Substitution Reason'** from the dropdown options provided. A new question should appear asking you **'what is the classification type of the substituting registrant?'**. Select whether the new registrant is an adviser, student, guest, etc. and then a new field should appear. If you are registering someone new, you will be required to fill out all the information outlined in red. Be sure to click **'Save'**. Lastly, submit your request using the **'Submit Cancel/ Substitute Request'** button and then click **'Confirm'** twice. After you request is submitted, National FCCLA will have 5 business days to approve it. After the request is approved, the update will be made in the FCCLA Portal. Carefully review the cancellation/substitution policies located on the NLC page of the website.

Please note: The original attendee will be cancelled on the original invoice and the newly substituted person will appear on a brand-new invoice. Any payments already made for the original attendee will be credited to the new invoice.

*\*\*Please note: if you are substituting a competitive event participant, the state will also need to approve the request so the approval time may take longer. Only STAR Event substitutions are permitted for team events if the substitute meets the eligibility requirements of that event. Substitutions are not permitted for individual STAR Event participants.*

### 8. How do I change NLC registration packages?

Registration rates changes must be submitted online through the FCCLA Portal by June 4, 2025 11:59 PM ET, based on availability of that rate. The adviser must login to the FCCLA Portal, select **'Meetings & Events' / '2025 National Leadership Conference' / 'Cancel/Substitute Request.'** Be sure to expand the items using the plus sign icon on the left. Select the registration you are changing and then select **'Change Registration'** for the **'Type'** and the **'Cancellation/Substitution Reason'** from the dropdown options provided. A new pop up should appear instructing you to select your new desired Registration type. Select the appropriate registration and click **'Save'**. Lastly, submit your request using the **'Submit Cancel/ Substitute Request'** button and then click **'Confirm'** twice. After you request is submitted, National FCCLA will have 5 business days to approve it. After the request is approved, the update will be made in the FCCLA Portal. Carefully review the cancellation/substitution policies located on the NLC page of the website.

*\*\*Please note: You may need to cancel other items prior to switching packages or add additional items to your registration depending on the registration you are changing to.*

### 9. Are meals included with my registration?

Attendees are responsible for their own meals during the conference. A variety of restaurant options are available within walking distance of the hotels and convention center at various prices. Lunch concessions will be available for purchase at the convention center. Specific dates and times will be noted on the conference schedule and app.

### 10. Why does nothing appear in the badge title dropdown field?

If the badge title dropdown options do not appear, please make sure you have filled out the classification field first. After selecting the attendee's classification, the badge title options will appear.



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### 11. How do I add an item to my NLC registration?

To add an item to your registration, log into the FCCLA Portal and select **'Meetings & Events'** and then **'2025 National Leadership Conference'**. Select the plus sign located under the words "Add Items". Click through the registration process until you get to your desired page. After selecting the item, click all the way through and then select **"Finish"**. Next, submit the item using the **'Submit Registration'** button and **'Create Invoice'**. You have successfully added the item. Please note that the item will appear as another line under the original registration, so you will see the registrant's name again on your Meetings & Events page. A new invoice was created and can be found on the 'Invoice(s)' tab.

### 12. What is included with the registration rate?

- Weekly Registration Rate includes access to the entire conference including all general sessions, award sessions, workshop sessions, EXPO admission, and a conference t-shirt.
- Dare to Dream Registration Package includes the everything in the Weekly Registration Rate in addition to the Special Event: FCCLA Night at Universal and the AquaGlow After Party at Aquatica. This rate includes a \$5 discount.

*Please Note: Rates do not include Competitive Event fees, meals, or housing.*

## COMPETITIVE EVENTS QUESTIONS

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

State advisers approve the students who qualify to compete at NLC. Once the student has been qualified by the state adviser, their information will appear on the **'Competitive Events'** tab within the registration process for 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 any time before May 7 (May 21 if your state conference is on or after April 25). You can confirm your STAR Events registration by reviewing your invoice. Only registered participants will appear on an invoice.

### 14. Where can we find information about the location and time of our STAR Event Competition?

The schedules for the National Leadership Conference will be available on the FCCLA Portal starting **June 3, 2025**. Advisers can access the competition schedules of their members by logging into the Adviser Portal and clicking on **'Meetings & Events / 2025 National Leadership Conference / Student Schedules.'** Members can view their competition schedules by logging into their Student Portal and finding it at the bottom of their homepage.

### 15. Where is the Online Orientation Form, and when is the deadline for completing it?

Competitors can access the Online Orientation Form and the video link on the Student Portal under **'Survey Applications/ Competitive Events'**. Competitors must watch the video and complete the form by **June 16, 2025** to receive points on the Point Summary Form.

## HOUSING QUESTIONS

### 16. What are the housing policies for the 2025 NLC?

The following items are policies for this year, so please make sure you read them carefully:

- Housing reservations are available on a first-come, first-served basis.
- A four-night minimum stay is required at one of the official FCCLA conference hotels. The housing reservation system will enforce this policy.
- It is important that anyone staying in our hotel room block is registered for the conference. All registered attendees are required to stay at one of the official FCCLA conference hotels within our hotel block.
- A cancellation fee of \$450 will be charged to the credit card on file per room cancelled after May 21, 2025.



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- Attendees not staying within the official conference hotel block will be assessed a \$125 fee per registration. This policy will not be implemented once the hotel block is completely sold out. Lack of availability of a preferred room type will not provide an exemption to this policy.
- Students competing or running for a National Office are required to stay in the FCCLA conference hotel block or they will not be permitted to run or compete. The “Staying outside of the FCCLA hotel block fee” is not an option.

### 17. When Can I Make Our Hotel Reservations?

Only registered attendees are eligible to stay within the FCCLA hotel block. Once you are registered for the conference, a registration confirmation email with the hotel reservation information will be sent to the email on file. Please make travel arrangements after hotel reservations are confirmed to avoid any travel change fees. Reservations must be made by June 4, 2025, based on availability. Please note reservation cancellations after May 21, 2025 for any reason will incur a non-refundable fee of \$450 charged to the credit card on the reservation per room cancelled.

### 18. What are the Housing Reservation Deadlines?

- **May 21, 2025**-Cancellations after May 21 will incur a fee of \$450 to the card on file per room cancelled.
- **June 4, 2025**-Reservation deadline. Any reservation requests after June 4 cannot be guaranteed the FCCLA conference rate, based on availability
- **14-days prior to arrival (Approximately June 14, 2025)**-If paying the final bill by check, the check must arrive at your assigned hotel by this date. If paying the final bill with a credit card, not in your possession, a credit card authorization form must be submitted to your confirmed hotel by this date.

### 19. What is the FCCLA Conference Room Rate?

The FCCLA conference hotel room rates can be found on the [Attend/NLC/Hotel Information](#) page on the FCCLA website. The room rates range from \$135 - \$235 per room per night plus tax (12.5% +1% OCCC fee). Conference rates will be honored over the peak conference dates (July 4-July 9). A limited number of rooms are available before and after the conference dates. Room rates may vary based on extended arrival/departures. The room rate cannot be guaranteed after the housing deadline of June 4, 2025.

### 20. How Do I Make Hotel Reservations?

The housing reservation information and instructions will be listed in your registration confirmation email. If you do not receive your registration confirmation email within 24-hours of submitting your conference registration, please check your junk/spam folder. If you still do not see the email, please notify [meetings@fclclainc.org](mailto:meetings@fclclainc.org) for a copy.

When making hotel reservations, use the online booking link (for booking 1 – 25 rooms) or the housing form (for booking 10 or more rooms). The official housing reservation site can be found by selecting the online booking link in the registration confirmation email. The housing form can be requested from [meetings@fclclainc.org](mailto:meetings@fclclainc.org). Keep in mind, there will be a delay in getting your reservations using the housing form until a valid credit card is secured to guarantee the rooms. Until you receive an acknowledgment email from Orchid with an acknowledgment number, you are not guaranteed a guestroom.

For the safety and security of all guests and attendees, all individuals staying in each room must be listed exactly as they appear in the FCCLA Portal. FCCLA and Orchid will be doing periodic checks between the registration list and rooming list to ensure everyone listed on the rooming list is registered for the conference and vice versa.



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### 21. How Many People are Allowed Per Room?

A standard King room can accommodate up to two people. A standard two-bedded room can accommodate up to four people. Take note of the maximum guest allowance per room on the housing reservation site. Some rooms with a pullout sleeper sofa can accommodate additional people. Rollaway beds can be ordered through some hotels upon request based on hotel's inventory. Rollaway beds will only be permitted in King rooms at the DoubleTree, Embassy Suites, Hyatt Place, Hyatt Regency, and the Rosen Centre Hotel. As noted, it is extremely important that you make sure all attendee's names are listed on the reservation.

### 22. Do I need a Credit Card to Make Reservations?

Yes, all reservations must be secured by a credit card to hold the room(s). The credit card on file will not be charged unless the hotel does not receive an alternate payment method either via check or credit card authorization form. See information about paying by check in question #23 below.

Please note: the credit card on file may be charged a non-refundable fee of \$450 if you cancel the confirmed guestroom(s) after the May 21, 2025 deadline.

If paying the final balance at the hotel with a credit card not in your possession or without your name, you will need to request a credit card authorization form for your confirmed hotel. Please refer to the 2025 NLC Hotel Payments Contact Sheet found in the registration confirmation email to reach out to your selected hotel for the secure link. Complete the secure link with the requested information and return it to your confirmed hotel by 14-days prior to your arrival.

If the hotel does not receive the authorization form before 14-days prior to your arrival, you will need to provide a valid credit card at check-in.

### 23. Will the Hotel Accept Check Payments?

Yes, all of the conference hotels will accept checks for final payment if the check is received at least 14 days prior to your arrival. If the hotel receives the check less than 14 days of your arrival, then a credit card will need to be provided at check-in. Once the check clears, you can initiate a request for reimbursement with the hotel to the credit card charged.

Please include your reservation confirmation numbers, attendee names, and arrival date with your check payment to ensure the check is applied to the correct reservation(s). Retain a copy of your check for your records.

Checks should be made payable to and mailed to the address of your confirmed hotel. If your school requires the hotel to be listed as a vendor, you can request W-9 for your hotel from [fccla@orchid.events](mailto:fccla@orchid.events). Correct check addresses for each hotel can be found in the 2025 NLC Hotel Payments Contact Sheet found in the registration confirmation email.

### 24. Are Purchase Orders an Accepted Form of Payment?

No, the conference hotels do not accept a purchase order as a form of payment for room reservations. A credit card or check must be provided for payment.

### 25. Can I Reserve Rooms and Later Change the Names on the Reservation?

Yes, you will have the ability to change the names on your reservation or make edits by modifying your reservation through a link in your acknowledgment email, by emailing [fccla@orchid.events](mailto:fccla@orchid.events), or by calling the call center at 1-833-303-4704 (Agents available Monday – Friday 7:00 AM – 5:00 PM MT). You can change your information through Orchid up to June 20, 2025. After that date, any changes must go through your confirmed hotel after you have received a confirmation number from the hotel. Keep in mind that FCCLA will be reviewing the housing list versus the registration list periodically to ensure only registered attendees are in the FCCLA housing block.



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### 26. Who Do I Call if I Have Reservation Questions?

If you have a question about your room reservation, please call the Orchid Call Center at 1-833-303-4704 Monday – Friday 7:00 AM – 5:00 PM MT. Make sure to provide them with your acknowledgment number.

### 27. What does it mean if some nights say Waitlisted on the Housing Reservation Site?

If some dates are listed as “**Waitlisted**” at your selected hotel, check other hotels for available rooms over your entire stay. You can continue to book your reservation with “waitlisted” nights. Orchid will check room availability and if rooms become available, you will be notified by Orchid within two weeks.

### 28. How do I change hotels?

If you made hotel reservations for 1-4 rooms and you would like to change hotels, you can directly change that on the housing website. However, if you made reservations for more than 5 rooms and have a master acknowledgment, you must cancel your reservation in order to change hotels. You can modify reservation names and dates on the housing website but you will not be able to change hotels if you booked 5 or more rooms. Reach out to Orchid at [fccla@orchid.events](mailto:fccla@orchid.events) or call 1-833-303-4704 for specific questions.

### 29. How do I get an invoice for my hotel rooms?

If your school requires an invoice with the exact hotel reservation costs including taxes, please contact Orchid at [fccla@orchid.events](mailto:fccla@orchid.events) and they can provide you with a hotel invoice.

### 30. Does Florida offer hotel tax exemptions for non-profit organizations?

Certain non-profit organizations and governmental entities that meet specific criteria in the Application for Consumer’s Certificate of Exemption are exempted from Florida sales and use tax. Florida law requires that these organizations obtain an exemption certificate from the Florida Department of Revenue. The Department will issue a Consumer’s Certificate of Exemption to each organization/entity that qualifies for an exemption. The certificate will be valid for a period of five years. See the application and criteria in the portal under Resources.

If paying in advance, a copy of the certificate should be sent with the check payment or credit card authorization information. Please also bring a copy with you to provide at check-in.

Please note: Even if you are tax exempt, you will have to pay the 1% OCCC fund fee for your hotel rooms.

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## QUESTIONS

Have other questions? Reach out to the National FCCLA departments below.

**Competitive Events Questions:** For all questions regarding Competitive Events call 703-476-4900 or email [competitiveevents@fcclainc.org](mailto:competitiveevents@fcclainc.org).

**General Questions:** For general conference-related questions contact FCCLA National Headquarters at 703-476-4900 or email [meetings@fcclainc.org](mailto:meetings@fcclainc.org).