

Conference Department Frequently Asked Questions

What is the cost for the conference?

Cost information for each conference can be found on the Registration Form by downloading the attendee brochure. This is typically the second to last page on every brochure.

How do I register?

You can register by one of four ways: regular mail, website, fax, or phone. It is recommended you visit the conference web site and register online. You can also complete the registration form in the brochure and mail or fax it to the address listed on the form or phone in your registration to the number listed on the registration form.

How do I get confirmation of my registration?

Once your registration is received and processed, you will receive a confirmation letter approximately one week later by regular mail. (This confirmation letter, which will also serve as a receipt, will be mailed to the address on your registration form.)

Does the cost of registration include hotel and airfare?

Hotel and airfare and additional expenses are separate fees for which the attendee is responsible. Discounted hotel prices have been arranged on your behalf. Please refer to the General Information page in the attendee brochure for the appropriate codes and contact information.

I am unable to download the brochure?

It is helpful to update your Acrobat Reader often. Because the brochures are in color and contain large graphics, it is important that your version of Acrobat Readers is updated. This software is free and protected from viruses.

How many CE's are offered?

Attendees are offered credit for the sessions they attend. Each attendee is awarded 1 CE credit for every 1-hour they are in a session. For example, if a session is one and a half hours, it would be worth 1.5 contact hours. Please note that disciplines other than nursing may be slightly different.

What is the cancellation policy?

The cancellation policy is listed on each registration form. The Conference Department will refund your money, less a \$75 cancellation fee, if your request is received six weeks prior to the first day of the conference. Requests received after this date will gladly be transferred to a colleague.

When will I get my CE certificate?

Beginning in 2009, attendees will complete their conference evaluations online; once completed, attendees can print their own CE certificates directly.

How do I get a copy of a past CE certificate?

The cost for archived certificates is \$10. Please mail your request, including your name, mailing address, as well as the name and year of the conference you attended, and payment to: WKH/LWW Conference Department, 323 Norristown Road, Ste. 200, Ambler, PA 19002. Please allow up to 2 weeks for delivery.

How do I request a roommate?

Roommate requests are gladly accepted, however, the Conference Department does not guarantee a match nor is it responsible in any way for this pairing. To be added to a roommate list, please email, Jessica.Clark@wolterskluwer.com. Be sure to include your name, email address, phone number, and the name of the conference you are attending. Should another person request a roommate. We will pass along your information.

The headquarters hotel is too expensive. Is there an alternate hotel?

The Conference Department makes a solid effort to secure a discounted room rate at the conference properties. Most discounts are substantially less expensive than the average room rate. The Conference Department does not secure contracts at alternate locations. You are welcome to research other hotel options on the Internet or with your travel agent, but please note these properties have no loyalty to our group and may be a distance from the conference location. If you are unable to afford the nightly room rate at our headquarters hotel, it is recommended that you seek out a roommate or add your name to the Conference Roommate Roster.

How do I change my session choices?

If you need to make session changes, you should email Jessica.Clark@wolterskluwer.com. Be sure to include your name, your mailing address, and the sessions you wish to change. If space allows, we will update your session choices and mail you a new confirmation letter. If the conference is less than two weeks away, please hold your session changes until you are on site. There will be a "Session Change" line at the registration area.