



## **Frequently Asked Questions**

### **Online Registration**

The BOOST registration system allows you to create and manage your own registration account. You have the capability of making a payment to your account, change attendee names, add additional participants, and print out registration confirmations. **Please make note of your user name and password so you can make any necessary changes to your account.**

### **What is the conference registration fee?**

You have the option to register for all 3 days, or register by individual days:

### **EARLY BIRD SPECIAL!**

#### **Phase I: Super Early Bird Registration BEST DEAL**

**May 15, 2009-June 30, 2009 - \$380 per person**

(Please note that registering with a Purchase Order will hold your place, but PAYMENT MUST BE MADE IN FULL prior to June 30, 2009 to secure the Super Early Bird Registration Rate. If payment is not received by June 30, 2009, standard registration fees will apply.)

#### **Phase II: Early Bird Registration**

**July 1, 2009- October 15, 2009 - \$400 per person**

(Please note that registering with a Purchase Order will hold your place, but PAYMENT MUST BE MADE IN FULL prior to October 15, 2009 to secure the Early Bird Registration Rate. If payment is not received by October 15, 2009, standard registration fees will apply.)

#### **Phase III: Standard Registration**

**October 16, 2009-April 13, 2010 - \$425 per person**

(Please note that registering with a Purchase Order will hold your place, but PAYMENT MUST BE MADE IN FULL prior to May 1, 2010 to secure the Standard Registration Rate. If payment is not received by May 1, 2010, on-site registration fees will apply.)

### **Daily Registration Fees**

Thursday, April 29<sup>th</sup>- \$190

Friday, April 30<sup>th</sup>- \$190

Saturday, May 1<sup>st</sup>- \$155

### **On-site Registration Fees**

We are unable to guarantee on-site registration. However, if there is space available, on-site registration will be available for walk-in participants. Fees will be \$550 to attend April 29<sup>th</sup>-May 1<sup>st</sup>, 2010. Daily rates for Thursday and Friday are \$220 per day, and \$185 to attend on Saturday. Please continue to check our website to ensure availability of on-site registration.

### **Pre-Conference Workshop Registration Fees (Wednesday, April 28)**

*(You must be registered for the conference to attend the pre-conference sessions)*

Pre-Conference workshops to TBD

### **What payment methods do you accept?**

We gladly accept credit cards (Visa, Discover, & MasterCard), checks, and purchase orders (Please note that purchase orders must be paid in full prior to the close of each registration phase. Payments not received by the close of a registration phase will reflect standard registration rates or on-site registration rates). Sorry, but we do not accept American Express.

### **Can I still register if I don't have a Purchase Order Number?**

You can register for the conference without a Purchase Order number. Please complete the registration form, and click on the "Purchase Order" payment tab. Once you have the Purchase Order number, please fax it to BOOST Collaborative at (619) 795-3450.

### **Can I still register if I do not know the name of the attendees?**

Yes! Please visit [www.boostconference.org](http://www.boostconference.org) and click on the registration tab. In the first and last name field please enter TBD. Once the attendee is determined, the attendee name should be entered through your created Online Customer Account. Please note that the deadline to enter the names of TBD participants is **April 16, 2010**.

### **Who do I make the check payable to?**

Checks can be made payable to:

BOOST Collaborative  
Attn: BOOST Registration 2010

### **Where do I mail my payment to?**

Payments can be mailed to:

BOOST Collaborative  
Attn: BOOST Registration 2010  
1666 Garnet Avenue PMB 126  
San Diego, CA 92109

### **What is the deadline to register?**

The deadline to register for the Phase I: Super Early Bird Rate of \$380 is June 30, 2009. The deadline to register for the Phase II: Early Bird Registration is October 15, 2009. **The deadline to register for the conference is Tuesday, April 13<sup>th</sup>, 2010.**

### **If I am unable to attend, how do I transfer my registration to another person?**

In the event that you are unable to attend, you may send someone in your place. Please log into our registration website to access your Online Customer Account and change the attendee information. In the event that you do not know your password, you can reset your password.

### **What are the cancellation deadline, process and fee?**

All cancellations must be made by March 26, 2010 and are subject to a 25% cancellation fee. All cancellations after March 26, 2010 are non-refundable. Registered attendees are liable for all cancellation fees including payments that have not yet been received by BOOST Collaborative at the time of cancellation. All registered participants who do not cancel and do not attend are liable for the entire registration fee. Cancellations must be sent in writing to

Christine at [christine@boostcollaborative.org](mailto:christine@boostcollaborative.org). Please note that cancellation checks will be issued after the BOOST Conference.

### **Do I have to pre-register or select my preferred breakout sessions in advance?**

All of the workshop sessions in the conference are open to all registered participants and are available on a first-come, first seated basis. You'll receive a complete program when you check in at the registration table. If you want to plan in advance, check the conference website at [www.boostconference.org](http://www.boostconference.org) under the WORKSHOP section.

### **What meals are included with registration?**

Your registration includes breakfast and lunch on Thursday and Friday, and breakfast on Saturday.

### **Can you accommodate dietary restrictions?**

At BOOST, we take great care in trying to accommodate the special dietary needs of our conference participants. If your diet is restricted in any way, please indicate your dietary needs in the "Special Dietary Requirements" section of the registration form.

### **Why do you need my e-mail address?**

We use your email address to send you a confirmation of your registration or contact you if we have any questions about your registration. Additionally, you will receive emails to give you information about conference updates, workshops and other pertinent information. Please consider adding our email, [info@boostconference.org](mailto:info@boostconference.org) to your address book so that our conference emails will not bounce back to us. If your email address has changed in the past year, be sure to visit [www.boostconference.org](http://www.boostconference.org) and sign up for our e-mail blast with your new address so that you do not miss important information. Additionally, this conference does not share, sell, or disclose any of your contact information to third parties in any form or for any reason.

## ***Hotel Accommodations & Parking***

### **What hotels do you recommend in Palm Springs?**

Please visit <http://www.palm-springs.org/> to view a listing of area hotels, resorts, and vacation rentals. Please check the accommodations page on the BOOST Conference website for the most up to date information on special conference rates and availability.

## ***Arriving to the Conference***

### **What Airports are nearby?**

Getting to and around the Palm Springs Desert Resorts has never been easier. Palm Springs International Airport is served by multiple carriers from major cities, and is located just minutes from downtown access to all desert cities. Once you are here, you may choose from numerous car rental companies, limousines, shuttles, private cars, taxis, buses, and more! **Palm Springs International Airport** is served by ten airlines that connect to hundreds of cities worldwide. There are approximately 100 daily flights that include direct non-stop service. Please visit the Palm Springs International Airport website for more information on flights [www.palmspringsairport.com](http://www.palmspringsairport.com)

### **Local Airports**

#### **Palm Springs International**

Distance from Hotel: 1.5 Miles

Drive Time: 5 Minutes

#### **Ontario International**

Distance from Hotel: 65 Miles

Drive Time: 1 Hour

Los Angeles International-LAX

Distance from Hotel: 110 Miles

Drive Time: 2.25 Hours

San Diego International-Lindberg Field

Distance from Hotel: 142 Miles

Drive Time 2.5 Hours

**Where do I park?**

During the conference events, self-parking is available at the Palm Springs Convention Center for a daily rate of \$6.00 per car. If you are an overnight guest at the Wyndham Hotel, parking is included in the resort fee. If you have accommodations at another hotel and are self-parking at the Wyndham Hotel for the BOOST Conference, the cost is \$6.00 per day.

**Where do I check-in at the conference?**

Registration will be located in the Lobby of the Palm Springs Convention Center. Please see the Schedule at-A-Glance on our website for the registration hours.

**Is Special Assistance Available?**

Yes. Please indicate on your registration form in the "Special Accommodations" section any accommodations needed to fully participate in the BOOST Conference. You can also contact Christine McKenna at (619) 232-6678 or [Christine@boostcollaborative.org](mailto:Christine@boostcollaborative.org) to make a request.

**What do I wear at the conference?**

The weather is usually in the mid-to-upper 80's so prepare accordingly in order to be comfortable! There will be a lot of walking, so please wear comfortable shoes. Also, please note that while we try to accommodate all of your conference needs, not everyone agrees on what the "perfect temperature" is. All workshops will have air conditioning, but we suggest that you bring with you a sweater or long sleeved shirt in case it becomes too cold in your workshop session. To check the BOOST Conference weather for Palm Springs please visit [www.weather.com](http://www.weather.com)

**Can I bring my spouse and/or children?**

Please note that while the BOOST Team is family friendly, the conference is an adult learning opportunity for paid out-of-school time participants. If you are coming to Palm Springs with your family, please note there are many area restaurants and tourist attractions. For more information please visit [www.palm-springs.org](http://www.palm-springs.org)

**Contact Us**

**How do I contact the BOOST office?**

Our mailing address is:

BOOST Collaborative  
1666 Garnet Avenue PMB 126  
San Diego, California 92109

To contact the BOOST office directly:

Phone: (619) 23-BOOST Fax: (619) 795-3450

**BOOST Conference 2010 [www.boostconference.org](http://www.boostconference.org)  
Celebrating the Best of Out-of-School Time programs nationwide!**

For **presenter** questions please contact Tia Quinn- [tia@boostcollaborative.org](mailto:tia@boostcollaborative.org)  
For **exhibitor** questions please contact Steve Hensel- [steve@boostcollaborative.org](mailto:steve@boostcollaborative.org)  
For **registration** questions please contact Christine McKenna- [christine@boostcollaborative.org](mailto:christine@boostcollaborative.org)  
For hotel accommodations, please contact the hotel of your choice directly.

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