

2020 GAPNA ANNUAL CONFERENCE

FREQUENTLY ASKED QUESTIONS

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Registration

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How much is the registration fee? Can I save by registering early?

Yes!

The registration fee for the full 3-day main conference is:

- \$469 - **Member/Early Bird Rate** Register on or by 8/5/20
- \$559 - **Member Rate** after 8/6/20

- \$589 - **Non-Member/Early Bird Rate** Register on or by 8/5/20
- \$689 - **Non-Member Rate** after 8/6/20

Will I really save that much as a member or with the Early Bird discount?

Absolutely!

Early bird member registrants save \$90 on the full 3-day main conference fee. If you can't join right now or your employer does not cover membership, you still can benefit from registering early at the non-member early bird rate!

I want to join/renew my membership and register for the conference at the same time. What is the easiest way to do that?

Print the conference registration form and submit to the National Office by fax, mail, or email.

GAPNA
East Holly Ave Box 56
Pitman, NJ 08071
Fax: 856-218-0557
gapna@gapna.org

If registering online, make sure to join or complete your renewal *before* you register for the conference in order to enjoy member savings.

I'm a member, but my discount isn't showing up online.

Please check that you are logged in to your member account. You should see member pricing before you're asked to enter payment. If you're still having trouble, please contact the National Office at gapna@gapna.org.

I registered already, but I forgot/don't know how to get my member discount.

Your member pricing will come up automatically once you are logged in to your member account.

If you **do not** see the correct price, **do not** proceed with checkout, contact the National Office at gapna@gapna.org to help you with your member discount.

I didn't receive a registration confirmation.

Be sure to check your spam or junk email folder for your confirmation email. Your email server also may have blocked it.

Please contact the National Office at gapna@gapna.org and let us know if you have not received your confirmation email.

I just tried to register online, and I'm not sure if it went through/I received an error message.

You should receive an auto-generated email confirming your registration and payment within minutes of registering.

Please contact the National Office at gapna@gapna.org and let us know if you have not received your confirmation email.

I know I have a login, but I can't log in to register.

Please contact the National Office at gapna@gapna.org before proceeding further and we will help you.

Can I bring a guest? What will they be allowed to attend?

Attendees who are traveling with their spouse or bringing a guest to the 2020 Annual Conference may register them under the guest registration option for the Exhibit Hall only or the Awards Luncheon. Guests may not attend any other sessions.

Exhibit Hall only guest registration allows the guest registrant access to the Exhibit Hall on Thursday (9/24) and Friday (9/25) for an additional fee of \$175.

Awards Luncheon guest registration allows the guest registrant access to the Awards Luncheon on Saturday (9/26) for an additional fee of \$85.

Cancellation

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I need to cancel my registration. Can I get a refund?

You may request a refund by the cancellation deadline August 15, 2020. All requests must be sent in writing to the National Office, and an administrative fee of \$75 will be retained, per GAPNA's cancellation policy.

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In the event GAPNA should find it necessary to cancel or postpone this conference for any reason including, but not limited to, registration responses, strikes, or acts of God, GAPNA will not be liable for registrants' expenses. However the cancellation/postponement is ultimately resolved, GAPNA will act responsibly to protect members' and registrants' investment in the conference and association.

I missed the cancellation deadline. What should I do?

This year's cancellation date is August 15, 2020.

Please contact the National Office at gapna@gapna.org with the circumstances and any official documentation of your cancellation (e.g. doctor's note). In cases pertaining to medical emergencies, natural disasters, death of a loved one, court dates, and others of serious or unforeseeable nature, refunds beyond the deadline may be considered.

Can I substitute a co-worker if I'm unable to attend?

Yes! A registration substitution can be processed if you contact the National Office [in writing](#) to request this.

Please make sure to provide the following information:

- Name of current registrant (yourself or your employee)
- Name of person replacing that individual

- Completed registration form of the replacement attendee (print the form and write in the margin “replacing [registrant’s name], already registered.” This can be sent via mail, fax, or email (see details below).
- If new sessions are not selected, the replacement attendee will be given the sessions originally chosen.

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Hotel Information

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Where is the hotel? What is the cost per night?

Official hotel for the GAPNA 2020 Annual Conference
Hyatt Regency
601 Loyola Ave
New Orleans, LA 70113

A special rate of **\$199/night** (plus tax) is available for GAPNA registrants who reference the conference. This rate is subject to applicable state and local taxes, currently 16.2% plus \$3.00 occupancy fee.

The conference rate is available through **August 3, 2020**, or until the room block is full.

Check-in is 3:00 pm and check-out is 12:00 pm (noon).

[Book your hotel room online](#)

Make your reservation by phone: 877-803-7534
Make sure to reference the 2020 GAPNA Annual Conference.

Important Note: Hotel reservations should be made via GAPNA's online link or by directly calling the hotel. GAPNA does not use a housing agency to handle hotel reservations, and no one will call and ask you to make your hotel reservations by phone. Anyone who calls or sends an email to you that wants you to make your reservation is working a SCAM. Hang up or delete the email and do not give them any information.

I'm planning to arrive earlier in the week/stay later in the week. Can I still get the special hotel rate?

The special rate of \$199/night (plus tax) rate is available for the nights of September 21, 2020, through September 26, 2020 (based on availability).

Can the National Office help me find a roommate?

If you are interested in sharing a room during the conference, GAPNA can add your information to the Willingness to Share a Room List. Please email the National Office at gapna@gapna.org with the following information for you:

- Complete name
- Telephone number
- City and state
- Email address

Your email address will be added to the Willingness to Share a Room List. This list is accessible via an online link provided to others who have registered for the conference in their confirmation email. It will be your responsibility to contact others on the list and make arrangements with them directly.

Travel Information

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Are there any discounts on flights?

Delta Air Lines is offering a special discount for attendees of the 2020 GAPNA Annual Conference.

[Book your flight online](#)

Make your reservation by phone*: 1-800-328-1111

*Reservations by phone may be made Monday–Friday, 7:00 am – 7:30 pm (CT), and refer to **Meeting Event Code NMTVM**. Please note there is not a service fee for reservations booked and ticketed via our reservation 800 number.

Do I need Real ID?

Under the new law, you won't be able to fly domestically after October 1, 2021, if you do not have REAL ID, a valid U.S. passport, or another acceptable form of identification. Are you REAL ID compliant? Be sure to schedule your appointment now through your state DMV to obtain your REAL ID card. Everything you need to know is available on the [Homeland Security Website](#).

UPDATE: The Dept. of Homeland Security has pushed back the enforcement deadline from Oct. 1, 2020 to Oct. 1, 2021 in light of the coronavirus pandemic.

What sort of parking is available?

Self-parking is available at the hotel for \$25 per day. Valet parking is available at the hotel for \$40 per day.
Rates are subject to change.

What is the nearest airport?

The Louis Armstrong New Orleans International Airport is 15 miles from the hotel.

What is the weather like in New Orleans in September?

Summer is coming to an end in New Orleans in September, but it can still be hot. The daytime high is in the mid-80s, with nighttime lows in the 70s. Temperatures in conference meeting rooms may vary, so please remember to bring a sweater. We also suggest comfortable walking shoes for your conference activities.

Sessions and Handouts

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Can I make session changes?

Yes! Print the registration form, write your name at the top and “already registered, updating sessions” and complete the sessions section at the bottom.

Return via mail, fax, or email to:

GAPNA

East Holly Ave Box 56

Pitman, NJ 08071

Fax: 856-218-0557

gapna@gapna.org

Note: You will *not* receive a confirmation email for session changes.

If you'd like to confirm that your session changes were received, please contact the National Office at gapna@gapna.org to request a confirmation email reflecting your changes.

Can I attend a Committee or Special Interest Group (SIG) Session if I'm not a member of GAPNA?

Yes! You do not have to be a member of GAPNA in order to attend a committee or SIG session during the conference. However, you will have to become a GAPNA member if you want to join a committee or SIG.

Find out more about GAPNA's [committees](#).

Find out more about GAPNA's [special interest groups](#).

How do I download handouts?

Conference session handouts are available approximately 2 weeks before the annual conference via the [GAPNA Online Library](#). Conference registrants will receive email communication when handouts are available for download and viewing.

HELPFUL TIPS & TIME-SAVERS

- Many also download handouts to their tablet or laptop.

- Links to the GAPNA Online Library to download your handouts will also be available in the GAPNA Conference app as well.

Continuing Education and Professional Development

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What sort of continuing education hours does the conference offer?

The main 3-day conference offers up to 14.5 contact hours (CH) for continuing nursing education and professional development.

Additional contact hours may be earned for pre-conference workshops (additional fee) and 2 BONUS sessions free to all attendees.

Complete accreditation information and a full session schedule for the conference are available for viewing in the registration brochure.

Sessions marked with R contain pharmacology content that can be applied toward pharmacology credit requirements. Pharmacology content credit is time-based on the content outline.

How do I earn contact hours?

You will earn your contact hours in the [GAPNA Online Library](#).

You will receive information in your program book at the conference, as well as emails in the weeks following the conference with complete instructions on how to evaluate the sessions and receive the contact hours.

To earn contact hours, you will need to log in to the [GAPNA Online Library](#) with your GAPNA username and password, redeem a conference code (provided at the conference), and complete session evaluations.

Is there a deadline for earning contact hours?

You will have approximate 4 weeks after the conference ends to complete your session evaluations to earn contact hours.

You will receive reminder emails alerting you to the deadline date.

Where do I print a “certificate of attendance”?

GAPNA does not mail certificates of attendance. If you require proof/record of attendance, we recommend printing your contact hour certificates. You will receive one contact hour certificate for each evaluated session offering contact hours.

You may review a full list of evaluated sessions via your CNE Transcript in the [GAPNA Online Library](#).

- Log into the [GAPNA Online Library](#)
- Choose: My Account (in the upper right of your computer screen)

- Choose: CNE Transcript tab

Conference Exhibiting and Sponsorship

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How can I become an exhibitor or sponsor for the conference?

Representatives from a variety of leading companies and organizations provide sponsorship and/or exhibit annually at the conference to network with attendees and demonstrate their products. In addition, industry-supported product theaters are offered during dedicated times in the conference schedule for industry representatives to host a session that provides information on a specific product or service of interest to NPs working in the specialty of gerontology.

An exhibit prospectus as well as additional information related to exhibiting and sponsorship at the conference are available via [Conference Hub](#).

For specific questions, please contact GAPNA Marketing Coordinator Heidi Perret: heidi.perret@ajj.com.

Conference App

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Will GAPNA have a conference app?

Yes! Information on the app and how to download it to your tablet or smart phone will be available when the app is ready. Conference registrants will be notified via email when the app is ready when it is available for download.

What can I do with the conference app?

You can plan your schedule, view session information and poster presentations, connect with other attendees, post pictures, contact speakers, find fun places to visit and more!

Financial Questions

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I think I was overcharged when I registered. What should I do?

Your registration fee is based on your membership status, the date you register (before or after the Early Bird deadline), selection of additional events (pre-conference workshops or Foundation events), and whether you qualify for additional discounts (such as those for presenters or committee chair roles).

You should receive a registration receipt automatically at your primary email address once your registration is processed (mail/fax) or completed online with payment. (Please be sure to check your spam or junk email folder if you do not see this registration receipt.)

Please make sure to review your receipt carefully. If you believe there is an error, please contact the National Office at gapna@gapna.org so that we may assist you further.

I need an invoice so my employer can pay.

No problem! Please contact the National Office at gapna@gapna.org with this request. Make sure to note for whom the registration is being submitted as well as any other information you would like on the invoice (ex: purchase order number, billing address.).

This is frequently how we handle facilitating employer payment, and we can do this quickly.

We recommend making these requests to your employer with enough time in advance since the entire process of requesting payment often takes longer than expected.

I need a receipt for my employer.

You should receive a registration receipt automatically at your primary email address once your registration is processed (mail/fax) or completed online with payment.

Please be sure to check your spam or junk email folder if you do not see this registration receipt.

If you are unable to locate it or require a receipt with additional detail, such as credit card information used for the transaction, please contact the National Office at gapna@gapna.org. Please make sure that the email notes exactly what information you require.

I/my facility sent payment a month ago and I haven't heard anything.

You should receive a registration receipt automatically at your primary email address once your registration is processed (mail/fax) or completed online with payment.

Please be sure to check your spam or junk email folder if you do not see this registration receipt. Sometimes the email is blocked or filtered to spam.

If you are unable to locate it, and you think your facility has sent a check or you still have questions, please contact the National Office at 866-355-1392 for further assistance. Alternately, you may contact the National Office at gapna@gapna.org. Please make sure that you have the check number, date, amount, and facility name for reference.

Additionally, if your employer paid on your behalf, it is recommended to follow up with your Accounts Payable department to verify payment was sent.

I need a W9 form.

Please contact the National Office at gapna@gapna.org and we can supply this form to you.

Is there a student discount?

Nursing students are welcome and encouraged to attend the conference. Students receive a discounted rate to attend the conference *BUT* continuing nursing education (CNE) contact hours are not included. To earn CNE, you must register for the full conference at a relevant member or non-member rate.

Is there a discount offered for retired nurses?

Retired advanced practice nurses are welcome and encouraged to attend the conference. Retirees receive a discounted rate to attend the conference *BUT* continuing nursing education (CNE) contact hours are not included. To earn CNE, you must register for the full conference at a relevant member or non-member rate.