2021 GAPNA Annual Conference
Frequently Asked Questions

Registration

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 8/11/21
- $559 - **Member Rate** after 8/11/21

- $589 - **Non-Member/Early Bird Rate** Register on or by 8/11/21
- $689 - **Non-Member Rate** after 8/11/21

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 2021 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 (9/30) and Friday (10/1) for an additional fee of $175.

Awards Luncheon guest registration allows the guest registrant access to the Awards Luncheon on Saturday (10/2) for an additional fee of $85.

Cancellation

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

You may request a refund by the cancellation deadline August 18, 2021. 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 note 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 18, 2021.

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 c-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

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

Marriott Marquis San Diego Marina
333 West Harbor Drive
San Diego, CA 92101

THE Marriott Marquis San Diego Marina has been designated as the headquarters hotel for the GAPNA Annual Conference. A block of rooms has been reserved at the special rate of **$209 single/double**. Rates are subject to applicable state and local taxes. The special rate is available until **August 30, 2021**. Reservations received after this date will be accepted on a space and rate available basis.

To make your reservations go online at www.gapna.org.

Check-in time: after 4:00 pm
Check-out time: 11:00 am

Reservations:

Online: https://book.passkey.com/e/50191336

By Phone: (619)-234-1500

Special Note: All reservations must be made through GAPNA's reservation link or directly with the hotel. No one will contact you to make a reservation.

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

Are there any discounts on flights?

Delta Air Lines is pleased to offer special discounts for GAPNA ANNUAL CONFERENCE

Please click here to book your flights!

You may also call Delta Meeting Network® at 1.800.328.1111* Monday–Friday, 7:00 a.m. – 7:30 p.m. (CT) and refer to Meeting Event Code NMUNF

*Please note there is not a service fee for reservations booked and ticketed via our reservation 800 number.

What sort of parking is available?

On-site parking, fee: 13 USD hourly, 40 USD daily

Parking managed by Ace Parking. In/out privileges included in self-rates. Garage height clearance 6' 5"

What is the nearest airport?

San Diego International Airport (SAN) is approximately 3.3 miles away from the Marriott hotel.

Estimated taxi fare: 18 USD (one way)

What is the weather like in San Diego?
Typical temperatures in September/October will get up to about 78 degrees during the day and a low of 68 degrees in the evenings.

Be sure to pack a sweater or light jacket or wear layers in the session rooms. We also suggest that you bring comfortable walking shoes for your conference activities.

Sessions and Handouts
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. – link to
https://www.gapna.org/membership/committees

Find out more about GAPNA's special interest groups. – link to
https://www.gapna.org/membership/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 – link to https://library.gapna.org/gapna. 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

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. These sessions are an additional fee to the Main Conference Registration fee.

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

Sessions marked with ℞ 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 – link to https://library.gapna.org/gapna.

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 (link to https://library.gapna.org/gapna) 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 GAPNA Online Library – link to https://library.gapna.org/gapna

- Log into the GAPNA Online Library – link to https://library.gapna.org/gapna

- Choose: My Account (in the upper right of your computer screen)
- Choose: CNE Transcript tab

Conference Exhibiting and Sponsorship

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 – link to https://www.gapna.org/events/annual-conference.

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

Conference App

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

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?

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.