



FREQUENTLY ASKED QUESTIONS

When will registration open?

Registration opens on March 1, 2018.

What is the cost of the conference?

The two-day event costs \$500. A limited number of early bird seats will be available on a first-come, first-served basis until sold out.

Where is the conference?

The conference is at the Omni Dallas Hotel, located at 555 S. Lamar St., Dallas, TX 75202.

Where do I park?

Parking information coming soon! Please check back.

What are the dates and times of the conference?

The event takes place Thursday and Friday, September 27-28, 2018. The conference begins promptly at 8 a.m. both days and concludes at 4 p.m.

Are meals included with my registration fee?

Yes, attendees will receive breakfast, lunch and snacks throughout the conference.

Are there CEUs for this event?

Momentous Institute is a licensed provider of CEUs in the state of Texas for LPC, LMFT, and LCSW. Participants will receive 12.5 hours of CEU credits for the two-day conference.

Educators will receive a certificate of attendance.

When will I receive my CEU certificate?

Once attendance is confirmed, CEU certificates will be emailed to the email address used to register for the event. Please allow two weeks to receive your certificate.

Conference attendees must complete an evaluation in the event app to receive a certificate. Evaluations must be completed within 30 days following the event. We cannot issue CEUs after 30 days past the event.

What payment forms are accepted?

Momentous Institute accepts credit cards and purchase orders. For payment by purchase order, select "Purchase Order" and enter purchase order number in the field. If a purchase order number is not available at time of registration, it must be emailed to events@momentousinstitute.org.

Any registration not accompanied by a purchase order within 30 days will be cancelled.

Payment must be received by September 1. Any registration not paid in full by September 1 will be cancelled.

What if I cannot attend?

All refund requests must be submitted by email to events@momentousinstitute.org no later than August 31. Refunds cannot be issued by phone or any other method.

Because refunds incur significant administrative time and processing fees, any refunds will be issued minus a \$25 processing fee.

All refunds will be processed after the conclusion of the event (minus the processing fee) using the same payment method used at the point of registration.

No refunds will be issued after August 31.

In lieu of a refund, a guest may elect to send someone else in his/her place. To do so, the guest should email events@momentousinstitute.org and include the following: the name of the registered attendee, the name of the new attendee and the email address of the new attendee. There is a \$25 processing fee to change attendees.

Name change requests must be submitted by September 14.

Where should I stay?

A block of rooms has been reserved at a discounted rate at the Omni Dallas Hotel. Please call 1-800-THE-OMNI (1-800-843-6664) to reserve your room, and mention Momentous Institute or the Changing the Odds Conference to receive the discount. Reservations must be made by Monday, September 4, 2018.

Please do not book accommodations until your event registration is completed in the event that the conference sells out. Momentous Institute is not responsible for fees or charges related to lodging.

Are there any discounts or scholarships available?

Thanks to generous conference sponsors, there are a limited number of scholarships available. Please complete [this application](#) and submit it to events@momentousinstitute.org no later than August 1. A committee will review the applications and determine scholarships. Applicants will be notified by September 15.

How should I dress?

Casual business attire is appropriate. Please note that the temperature of the room runs cold. Attendees are encouraged to bring layers to stay warm.

Can I be an exhibitor?

The Changing the Odds Conference does not have exhibitor booths.

Can I get a copy of Momentous Institute's W-9 form?

Yes, [here you go!](#)

Can I watch a video of the speaker after the event? Can I have access to the speaker's presentation slides?

We do not have permission from speakers to distribute video recordings from the event. Some speakers are willing to share their presentation slides, which are posted under the speaker's name on the event app.

Is there an app?

Yes, the Changing the Odds event app will be available in the app store, and the link will be provided when it becomes available. You must use the email address you used to register for the event. We encourage you to log in to the app prior to the event in order to troubleshoot any issues before arriving. Please feel free to update your attendee profile and begin networking with others.

Is there Wi-Fi?

Yes, the event has complimentary Wi-Fi. Please note that there are very limited options for charging devices in the event ballroom and plan accordingly.

How can my organization become a sponsor of this event?

Thank you for your interest in sponsoring! Please reach out to Jessica Trudeau, Director of Development and Strategic Partnerships at jtrudeau@momentousinstitute.org or 214-944-5713.

Is it possible to attend only one day of the conference?

We do not have a one-day option for attending the conference. The \$500 registration fee covers both days.

What services are available for people with disabilities or special needs?

Momentous Institute is happy to work with any special accommodations. Please email events@momentousinstitute.org if you are in need of any special services.

What if my question has not been answered?

Please email events@momentousinstitute.org.