



# FREQUENTLY ASKED QUESTIONS

## When will registration open?

Registration opens on March 9, 2019.

## What is the cost of the conference?

The two-day event costs will begin at \$500 with registration cost increasing through the start of the conference.

- March 9 - May 31: \$500
- June 1 - August 31: \$600
- September 1 - October 24: \$695

## 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, October 24-25, 2019. 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 a light breakfast, lunch and a snack 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. And an approved Continuing Professional Education (CPE) Provider in Texas with TEA (#902-493). Participants will receive xxx hours of CEU credits for the two-day conference.

### When will I receive my CEU certificate?

Please note that in order to receive a certificate a person must not only sign in but also complete a conference evaluation. Once an evaluation is received, a certificate will be emailed to the email address used to register for the event. Please allow two weeks to receive your certificate from the date you complete your evaluation.

### What payment forms are accepted?

Momentous Institute accepts credit cards and purchase orders. For payment by purchase order, select "Purchase Order" and enter a valid 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](mailto:events@momentousinstitute.org), no later than August 31, 2019.

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

**All payments 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](mailto: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](mailto: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 October 1.

### Where should I stay?

A block of rooms has been reserved at a discounted rate at the Omni Dallas Hotel. Please call xxx to reserve your room, and mention Momentous Institute and the Changing the Odds Conference to receive the discount.

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 to help offset the cost. Please complete this application and submit it to [events@momentousinstitute.org](mailto:events@momentousinstitute.org) no later than August 1. A committee will review the applications and determine scholarships. Applicants will be notified by September 1.

### 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, information for downloading the conference app will be provided shortly. 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 Tania Loenneker, Associate Director of Development at [tloenneker@momentousinstitute.org](mailto:tloenneker@momentousinstitute.org) or 214-915-4758.

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

We do not have a one-day option for attending the conference. The \$695 registration fee covers one attendee for 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](mailto: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](mailto:events@momentousinstitute.org).