

FREQUENTLY ASKED QUESTIONS

HOTEL RESERVATIONS

- Q.** Can I make a hotel reservation in the ADA hotel room block if I am not registered for the ADA Annual Session?
- A.** No. In order to secure rooms in the ADA hotel room block at a discounted rate, you must be registered for Annual Session. However, registrants can reserve up to three rooms for professional staff and friends and family that are accompanying them to Honolulu.
- Q.** Can I select the Hilton Hawaiian Village, the Annual Session Headquarter hotels, for my stay?
- A.** No. The headquarter hotels are necessary for individuals involved in the business meetings of the ADA that are held during the Annual Session. Therefore, they are not available for general reservations.
- Q.** Will there be ADA shuttle bus service?
- A.** Yes. Shuttle bus service will be provided between the Hawaii Convention Center and all ADA Official Hotels that are not in walking distance of the Convention Center. The schedule for the shuttle service will be available at the front desk of each Official Hotel serviced by the shuttle and at the Hawaii information booths located at the Hawaii Convention Center. Shuttle service is not available to any non-official hotel.

Days of shuttle bus operation are Wednesday, September 30- Tuesday, October 6

CONFIRMATIONS

- Q.** When will I receive my hotel confirmation?
- A.** Registration and housing confirmations will be sent via e-mail, if address is provided, or fax, if fax number is provided, within 72 hours of receipt. If an e-mail address or fax number is not provided, confirmations will be sent by regular mail and should be received within 5–7 business days after processing.
- Q.** If I need to cancel my hotel reservation, what is ADA's cancellation policy?
- A.** Hotel cancellations must be received in writing to Experient by 5:00pm Central Time on Thursday, September 3, 2009. Cancellations received by this date will receive a full refund of the hotel deposit by Experient. Please allow 60 days for refund processing. Failure to check in to your hotel on the confirmed date of arrival will result in forfeiture of the entire room deposit. After Thursday, September 10, 2008, any changes to the hotel must be made directly with the hotel. Refunds will not be issued after September 3, 2009.

REGISTRATION

- Q.** When will I receive my registration confirmation?
- A.** Confirmations will be sent via e-mail (if an e-mail address is provided) or by fax (if a fax number is provided) within 72 hours of receipt of your registration request. If you do not provide an e-mail address or fax number, your confirmation will be sent by regular mail.
- Q.** When will I receive my badge and tickets?
- A.** To receive your registration materials in advance via the U.S. Postal Service, be sure to complete your registration online by Thursday, September 3, 2009. If you register by fax or mail, please allow enough time to be sure that your registration form is received at Experient by Thursday, September 3, 2009. Registration materials—badges, tickets, etc.—will begin mailing in mid-August in the order in which registrations were received.
- Q.** I am an international registrant. Will I receive my advance registration materials by mail?
- A.** No. International registrants must pick up their badges and tickets at the International Registration Area in the Hawaii Convention Center. This will ensure that you have received these important materials.
- Q.** To whom will my badge and tickets be mailed?
- A.** Your own badge, your own badge holder, a lanyard, and your own course tickets will be mailed to the address provided on your registration form. This process will help ensure that you receive your

registration materials and individual course tickets directly. The process will also help ensure that all Dentist Registrants as well as professional registrants will obtain verification of continuing education course attendance.

Q. Can I register even if my dentist is not attending?

A. Yes. But please remember that Friends & Family and children need to be registered by a dental professional.

Q. What if I register after September 3, 2009?

A. If you register online after September 3, 2009 or if your registration form is received by fax or by mail after this date, it will be processed at the increased registration and course fees, and a confirmation will be issued. You will be required to pick up your badge, tickets and other materials on-site at the On-site Registration Area located in the Welcome Foyer of the Hawaii Convention Center. Please bring your confirmation letter to allow expeditious completion of your registration.

Q. How can I correct the information on my badge?

A. Prior to September 3, 2008, you may correct your badge information online by accessing your registration record. You may also go to the on-site Registration Area at the Hawaii Convention Center.

Q. My spouse is also a dentist but is not currently practicing. Does my spouse have to register in the Dentist category?

A. Yes, each registrant is expected to register in the appropriate category. Spouses who are dentists are considered dentists and must register as such. Dentists who register as anything other than a dentist will be charged the appropriate ADA member or nonmember registration fee.

Q. What do I need to bring to register on-site?

A. A photo I.D. is required for all on-site registrations. If applicable, please bring your student I.D.

Q. What do I do if I forgot my badge?

A. Go to the Registration Area in Welcome Foyer of the Hawaii Convention Center. Your badge may be replaced on-site

EDUCATIONAL PROGRAMS

Q: Are children permitted in session rooms? Are strollers permitted in session rooms?

A: Children are permitted in session rooms; however they may not register for a course or occupy a seat. Strollers are not permitted inside session rooms.

Q. Do I need a ticket to attend a free course?

A. Yes, all courses, fee and no fee are ticketed.

Q. Can I exchange a course ticket for another course that is the same fee?

A. You must send a request for cancellation of the ticket to Experient (ada@experient-inc.com) and then purchase the new ticket for the course of your choice. All requests for cancellations must be in writing.

Q. If a no fee course is "sold out" will I be able to get in if the room is not full?

A. There is no guarantee, however, you can go to the door of the course you wish to attend and if seats are available after all of the ticket holders are seated at the start of the course, the room monitors will allow attendees without tickets to enter, as space is available.

Q. Do you have a list of what room courses are in?

A. Not currently. All room numbers will be printed on course tickets and also available in the Official Guide available onsite.

Q: How do I request a Preliminary Program?

A: You can go online to ada.org and download or you can email annualsession@ada.org to request a copy. Please include all of your information (ADA number, Salutation (Dr. Ms. Mr.), address, and phone).

Q: How many CE credits is each course worth, I do not see this in the program?

A: Courses are worth 1.0 CE credit hour for each hour in class. A half hour is worth ½ a CE credit. It is up to the attendee to check with their state board to determine if the course will be accepted for credit.

Q: Are there any CE credits just for attending the meeting.

A: Yes, you may get one credit for attending.

CANCELLATION POLICY

Q. If I need to cancel my registration, what is ADA's cancellation policy?

A. Refunds for fee course ticket purchases will only be accepted if received in writing by Experient before 5pm CST on Thursday, September 3, 2009. Cancellations received by this date will receive a full refund, less a \$10 processing fee per cancellation. No refunds or exchanges will be made for cancellations received by Experient after September 3, 2009 for any reason. Please allow 30–60 days for processing.

CHILDREN

Q. Are strollers permitted at the ADA World Marketplace Exhibition in the Hawaii Convention Center?

A. Yes! In an effort to encourage all attendees to visit the exhibit hall, the ADA has developed "stroller friendly hours." During the first two and last two hours each day, attendees may take strollers into the exhibit hall.

We ask for your assistance in removing strollers at the end of these established hours. For your convenience ADA provides special stroller-friendly hours, along with a stroller check area to accommodate your stroller when it is not permitted in the exhibit hall.

Stroller-friendly hours: *To be announced*