

## **Attendee Frequently Asked Questions**

### **Topics:**

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### **1. General**

#### **Where is ADA 2017 being held?**

The 2017 ADA annual meeting is being held in Atlanta, Georgia at the Georgia World Congress Center. The address of the center is 285 Andrew Young International Blvd NW, Atlanta, GA 30313.

#### **What are the dates of ADA 2017?**

<b>Continuing Education Program</b>	October 19 - 22
<b>Exhibit Hall</b>	October 19 - 21
<b>House of Delegates</b>	October 20 - 23

#### **What are the hours of the Exhibit Hall?**

The Exhibit Hall will be open during the following hours:

Thursday, October 19	9:00am – 5:30pm
Friday, October 20	9:00am – 5:00pm
Saturday, October 21	9:00am - 3:00pm

#### **When will the preliminary program will be available?**

The Preliminary Program is available for download [online](#).

#### **What does it cost to attend ADA 2017?**

The cost for the annual meeting depends on the attendee type as well as the date of registration. Please visit [Fees & Policies](#) for detailed information.

**Do I need a ticket for the Opening General Session?**

No, a ticket is not required for entrance to the Opening General Session, however you must be registered and have a badge in order to attend.

**Will there be a keynote speaker at the opening general session?**

For the second year the Opening General Session is being held separately from the Distinguished Speaker Series (DSS). The meeting keynote speaker will present at the DSS on Friday evening. The Opening General Session will have award presentations and other ADA presentations. Please visit [ADA.org/meeting](http://ADA.org/meeting) for the latest details.

**Do I need a ticket for the Distinguished Speaker Series (DSS)?**

There is no specific ticket for DSS, seating is on a first come – first served basis. You must be registered for ADA 2017 and show your badge in order to enter. More information can be found in the preliminary program on page 11.

**Can I bring my family to the Hall Happy Hour and the ADA 2017 Block Party?**

The Hall Happy Hour and Block Party are both open, and complimentary, to all registered attendees, including children and spouses. Each person will need to register for the meeting and bring their badge to the event for access. More information can be found in the preliminary program on page 8.

**Is there a preferred airline carrier for the show?**

For all travel and transportation info please visit [Airline/Ground Transportation](#).

**Is there transportation from the airport to the hotel?**

For all travel and transportation info please visit [Airline/Ground Transportation](#).

**Can children attend ADA 2017?**

Children are permitted on the Exhibit floor if they are registered. Children are also permitted in course rooms; however they may not register for a course or occupy a seat. Strollers are not permitted inside course rooms. Registration for children under 18 is free.

**Is there child care during ADA 2017?**

The ADA does not provide child care. However, some official ADA hotels do offer childcare services. Please check with the concierge at your booked hotel for recommendations of these services.

### **Is the ADA offering tours in Atlanta?**

The ADA is not coordinating any sightseeing tours. For more information about what to do in Denver please visit [ADA.org/meeting](http://ADA.org/meeting), or page 20 in the preliminary program.

### **Where can I get a scooter or wheelchair for the exhibit hall floor?**

If you need special assistance, please check the appropriate box during the registration process and the ADA will contact you. Wheelchairs will be available for use within the convention center at no charge.

### **What other dental meetings, professional organizations and alumni groups are meeting during ADA 2017?**

There are many dental related groups, professional organizations and alumni groups that will be meeting during the ADA Annual Meeting. A list of these groups will be available [online](#) starting in mid-June. For more detailed information about a specific meeting, please contact the group directly.

### **Who do I contact if I have additional questions?**

For additional **Registration** questions, please contact Experient at [ada@experient-inc.com](mailto:ada@experient-inc.com) or 800.974.2925. Please *note: registrations are not accepted over the phone*. For additional **General Questions**, please contact the ADA at [annualmeeting@ada.org](mailto:annualmeeting@ada.org).

## **2. Registration**

### **When will registration be open for ADA 2017?**

Registration will open to the public on May 10, 2017. For all registration information please visit the [Registration](#) page.

### **What is the deadline to register?**

Registration will open May 10, 2017 and remain open through on-site registration during the annual meeting. Register before September 12 at 5 p.m. CDT to take advantage of advanced registration pricing. Registration and course fees increase after this deadline.

### **How do I register?**

Register online, by fax or mail. After May 10, 2017, the registration link will be available on the [Registration](#) page. We strongly recommended registering [online](#) to ensure real-time availability of courses, events and housing.

### **Can I register over the phone?**

No, registrations are not accepted over the phone. Please register online by visiting the [Registration](#) page after May 10, 2017.

### **Can I register by fax or mail?**

You can register by fax or mail, however please note that availability of courses, events and housing requested by fax or mail are not guaranteed. We strongly recommended registering [online](#) to ensure real-time availability of courses, events and housing. Registration forms are available upon request by calling 800.974.2925.

### **How do I make a change to my already submitted registration?**

If you registered online, please log back in to your account via the [Registration](#) page. Once you are logged back in, you can update your information, add or change courses and event, complete your registration again. You will receive a new confirmation email after completing this process showing the changes you made.

### **I want to register but I do not know my registration type?**

Please visit [Fees & Policies](#) for detailed information regarding the various registration types.

### **Do I need to register my spouse?**

Registering Friends and Family allows them access to the Exhibit Hall, the ability to register for various courses and attend the included events.

### **How do I add family or my dental team to my registration?**

If you registered online, log back into your account and select the appropriate registration category on the dashboard.

### **I am a dental office staff member; can I attend without my doctor?**

Yes, dental staff can register and attend the annual meeting without being connected to a registered dentist. When registering, please select "Dental Team" as your registration category.

### **I am a nonmember and I attended an annual meeting between 2005 and 2016 using the reduced rate, am I eligible for a discounted rate again?**

No. If you took advantage of the special nonmember one-time reduced registration offer from 2005-2016, you must register in the Nonmember registration category and pay the nonmember rate.

### **Will my registration materials be sent in the mail?**

If you are a U.S. or Canadian registrant and registered on or before September 22 at 5 p.m. CDT, you will receive your registration materials in the mail. Packet mailing will begin in September. Please note that all attendees will receive a separate mailing with their registration materials and they may not arrive at the same time.

If you registered after September 22, you will NOT receive your registration materials in the mail. You will need to go to one of several badge pick up stations in Atlanta. There will be satellite registration stations located at the Marriott Marquis and the Westin Peachtree. There will also be full registration and badge print stations located at the Georgia World Congress Center.

If you are an international attendee, please visit [International Attendees](#) for additional information.

### **Where do I pick up my badge and tickets if I did not receive them in the mail?**

Current registrants that did not receive their badge and tickets in the mail or need to reprint can visit one of several badge print station. There will be satellite registration stations located at the Marriott Marquis and the Westin Peachtree. There will also be full registration and badge print stations located at the Georgia World Congress Center.

### **What are the hours of on-site Registration?**

<b>Wednesday, October 18</b>	<b>1:00 p.m. – 5:00 p.m.</b>
<b>Thursday, October 29</b>	<b>6:30 a.m. – 5:30 p.m.</b>
<b>Friday, October 20</b>	<b>7:00 a.m. – 6:00 p.m.</b>
<b>Saturday, October 21</b>	<b>7:00 a.m. – 5:00 p.m.</b>
<b>Sunday, October 22</b>	<b>7:15 a.m. – 9:30 a.m.</b>

### **Can I register onsite?**

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

### **I cannot attend ADA 2017 and need a refund, how do I do that?**

To receive a refund, all requests must be postmarked or sent no later than September 22, 2017. You may send your request to [ada@experient-inc.com](mailto:ada@experient-inc.com) or fax to 888 772-1888. Registration and course cancellation/refund requests must be in writing and accompanied by all registration materials, including badges and tickets, if received. Please send materials to:

Experient - ADA 2017  
5202 Presidents Ct, G100  
Frederick, MD 21703

No refunds will be accepted or granted after the start of ADA 2017 Annual Meeting on Wednesday, October 18th – including absences due to illness, late arrivals, weather or parking difficulties.

For cancellation requests postmarked between September 22, 2017 and October 18th 2017, the following policies apply:

- Requests for registration cancellation will be issued a non-transferable registration credit for the 2018 ADA Annual Meeting in Honolulu, HI.
- Requests for Education in the Round and fee lectures will be granted a 50% refund.
- Requests for hands-on workshops and cadaver courses will not be granted.

A one time, \$10.00 processing fee will be deducted from all refund transactions. Refunds will be issued in December 2017.

### **3. International Attendees**

#### **Will my registration materials be sent in the mail?**

Badges will be mailed for all attendees from Canada, however all other International badges and tickets are not sent in the mail. These will need to be picked up on-site at either of the satellite registration stations located at the Marriott Marquis and the Westin Peachtree. There will also be full registration and badge print stations located at the Georgia World Congress Center.

#### **Where do I pick up my badge and materials on-site?**

International badges and tickets can be picked up in several locations. At either of the satellite registration stations located at the Marriott Marquis and the Westin Peachtree or at the Georgia World Congress Center.

#### **Who do I contact if I have additional questions?**

Any additional international questions for international attendees can be addressed by ADA Global Affairs. Please call 312.440.2726 or email [international@ada.org](mailto:international@ada.org).

### **4. Housing**

#### **Where are the official ADA hotels located?**

Please view the [Hotel Map and Amenity Grid](#).

#### **How do I make a hotel reservation at a discounted rate?**

You must be registered for the annual meeting in order to make a reservation at an official ADA hotel. The final step in the online registration process is selection of your hotel.

Please note that reservations must be made through the ADA registration system in order to

book rooms at the discounted rates. These rates are not available by contacting the hotel directly.

**Can I make a hotel reservation if I am not registered for the meeting?**

No. In order to secure rooms in the ADA hotel room block you must be registered for the annual meeting. However, registrants can reserve up to three rooms for professional staff and family that will be accompanying them to Atlanta.

**I am supposed to be in a group block, but my hotel is not showing up?**

In order to see a hotel block, you must enter your Group Code on the initial Registration screen or on the hotel search page. If you have entered your code correctly your group block hotel should be at the top of the list.



The image shows a registration form with the following fields:
 

- Arrival:** 2016-10-19 with a calendar icon.
- Rooms:** A numeric input field containing '1' with minus and plus icons.
- Guests/Room:** A numeric input field containing '1' with minus and plus icons.
- Group Code:** An empty text input field with a blue arrow pointing to it from below.
- Departure:** 2016-10-23 with a calendar icon.

**Which hotels will have shuttle service?**

All official ADA hotels not within walking distance of the Convention Center will have shuttle service. For a list of these hotels please view the [Hotel Map and Amenity Grid](#).

**Which hotels have a fitness center, restaurants, etc...?**

For all information about the official ADA hotels please view the hotel list in the registration system

**What if I need to change or cancel my hotel reservation?**

Hotel changes and cancellations must be received in writing by Experient by 5 p.m. CDT on September 29, 2017. Please send all hotel changes and cancellations to [ada@experient-inc.com](mailto:ada@experient-inc.com). Beginning October 4, 2017, all hotel changes and cancellations must be made directly with the hotel, and are subject to one night’s room and tax charge direct from the hotel.

**5. Courses**

**Can I get a list of courses being offered?**

View the [Online Course Planner](#) to see course offerings and plan your schedule.

### **Do I need a ticket to attend a free course?**

Yes, all courses require a ticket, both fee and non-fee courses.

### **How do I register to attend a course?**

You can register for courses online through the registration process. If you are submitting a paper registration form please list all courses you wish to take. Please note courses are available on a first-come, first-served basis. For the most up-to-date course availability, please register online.

### **Can I exchange a course ticket for another course that is the same fee?**

Switching courses is only permitted before badge and tickets have been mailed. After your registration information has been mailed you can no longer switch courses. At that time you must request a refund and purchase the new course.

### **The no-fee course I want to take is sold out, is there any way to get a ticket?**

Once a no-fee course is sold out, a ticket cannot be issued through the registration system. However, on the day of the course, you can attempt to secure standby seating by proceeding to the course room and getting in the standby line. Admittance to a no-fee course is not guaranteed, but if there are seats available after all ticket holders are seated at the published start time of the course, room monitors will allow attendees without tickets to enter, on a first-come, first-served basis until no more space is available.

### **How do I know what room my course is in?**

All room numbers are printed on course tickets, in the mobile app and also listed in the on-site Official Guide.

### **How many CE credits is each course worth?**

Courses are worth 1.0 CE credit hour for each clock hour, unless otherwise indicated. An additional half hour is worth half a CE credit. Please see course details in preliminary program or in registration site for more information. It is the attendee's responsibility to check with their state board to determine if chosen courses will be accepted for credit.

### **How do I keep track of my CE credits?**

You can download a certificate showing your CE credits after the annual meeting. To verify and track your CE from 2007-2016, please visit the [CE Credits](#) page.



**Are children allowed in course rooms?**

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