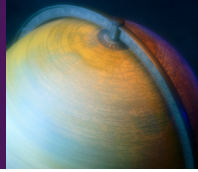


FREQUENTLY ASKED QUESTIONS



Event Date: March 4 – 6, 2012 / Start Time is 2 p.m. Sunday

Event Location: Desmond Hotel and Conference Center

660 Albany Shaker Road, Albany, NY

THE COUNCIL'S FAX Number: (518) 426-2229

Housing Questions? Contact Caitlin Flint, Hotel Registration Specialist, Site Solutions Worldwide, (866) 374-6338 or Caitlin@sitesolutionsworldwide.com. Site Solutions Worldwide is a reservation company assisting THE COUNCIL with all hotel reservations and hotel-related questions. We recommend adding the domain “@sitesolutionsworldwide.com” to your safe sender list. If you require additional Council assistance for hotel questions, please call Joanna Douglas, Administrative Assistant at (518) 449-1063 or joanna@nyscoss.org.

Registration Questions? If you have registration, tuition fees and billing questions, please contact Karen Dooley, Membership Services Coordinator at (518) 694-4877 or karen@nyscoss.org.

Where do I find Winter Institute hotel contact information and room rates? Please refer to our brochure for a list of our hotels, hotel contact information and room rates or at www.nyscoss.org under Winter Institute Quick Links.

Will I receive a hotel confirmation? Yes, a hotel confirmation will be e-mailed from Site Solutions Worldwide and your assigned hotel. We assign hotels on a first-come, first-serve basis and make every effort to place you in your preferred hotel.

What should I do if I don't receive my hotel confirmation? First, check your e-mail's “Junk Folder.” We have found that confirmation e-mails may get blocked by school district spam filters. Second, call Caitlin Flint at Site Solutions Worldwide Telephone at (866) 374-6338. Finally, you can call THE COUNCIL at (518) 449-1063.

Why am I required to provide a credit card number for the hotel? Hotels require credit card information to guarantee a hold for your room reservation even if your final payment is with a check or a purchase order.

What is the cut-off date for submitting my housing request? The deadline for hotel requests is February 10, 2012. After this date, rooms will be released by the hotel to the general public and rates may increase.

Do I send a purchase order for my hotel room to THE COUNCIL with the registration form? No, please send your hotel purchase order (PO) to the hotel. Your hotel PO is considered separate and should not include event tuition. If you pay your hotel by a PO, please wait until you receive a hotel confirmation. Once received, please send your PO directly to your assigned hotel at least two weeks before your arrival date.

Can't I find a better hotel rate on my own and be a commuter to the Winter Institute instead? THE COUNCIL'S has negotiated lower room rates with each of the four participating hotels. Our rates appear higher than internet options because they include a \$50 meal charge per person, per day for Sunday and Monday night stays. You will automatically be charged as a commuter for meals if you select rooms outside of our room block potentially increasing your costs overall.



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Can you explain the meals package fee? The two-day meal package include: 2 buffet breakfasts, 2 receptions, 1 lunch, 2 beverage breaks, and 1 dessert reception. The meals' fee is \$50 per day, per person. Commuters will automatically be charged for meals and may select the one or two-day pricing option.

Is complimentary parking available? Yes, The Desmond Hotel provides free parking as do the other three hotels.

Will I receive an Event Registration Confirmation? Yes, your attendee event registration confirmation will be e-mailed directly to you from THE COUNCIL's confirmation system. Our system will also send a second confirmation to your assistant if their e-mail is provided on the registration form.

What are the tuition fees? The single event tuition rate for members is \$499, and the single event tuition rate for non-members is \$599. If you attended the 2011 Fall Leadership Summit, your tuition is \$475.

What method of payment is required by THE COUNCIL for tuition? THE COUNCIL accepts checks and purchase orders made payable to NYSCOSS. We also accept MasterCard and Visa but we do not accept American Express. Please include a copy of your Council PO for tuition payment along with your registration form.

What is the Bundled Pricing Option and how does it work? The Bundled Pricing Option was offered earlier in the year, through our annual membership dues campaign. By pre-registering for both the 2011 Fall Leadership Summit and 2012 Winter Institute with your membership dues, you received a special rate of \$475 for each event. In addition, registration materials were sent to you first for optimum hotel selection.

Do I still need to register even if I selected the Bundled Pre-registration Option? Yes, even though you pre-registered, you still need to complete the Winter Institute registration and hotel forms.

Why is it necessary to sign-in at THE COUNCIL's registration booth? Many districts require proof of attendance and will not cover your purchase order or payment without it. Sign-in sheets are located at THE COUNCIL registration booth. No other individual will be allowed to sign-in on your behalf.

Do you accept registration forms via fax? Yes, we do accept registration forms via fax. However, please do not send multiple copies if you have faxed information initially. Check the appropriate box on the registration form if you are sending the original copy or are forwarding revised changes.

Thank you, we look forward to seeing you at our upcoming event this Winter!

NYS Council of School Superintendents
Winter Institute Registration
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Albany, NY 12207-1002
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