

## FAQs: Frequently Asked Questions

- **Will meals be provided?**
  - Breakfast will be provided Sunday, Monday, Tuesday, and Wednesday of the conference. Other meals or snacks will be the responsibility of the attendee. We are taking care to ensure that there are a variety of options, including vegetarian, vegan, gluten-free options. If you have any dietary restrictions, please reach out to us at [conference@collegiaterecovery.org](mailto:conference@collegiaterecovery.org)
- **Where can I get lunch nearby?**
  - The Market La Jolla: Pick up morning coffee, snacks and fresh hot and cold grab-n-go options including breakfast fare, sandwiches and salads. Located on the lobby level, across from the front desk. The Market is located on the first floor of the hotel.
  - Drift: Seasonal menus at DRIFT highlight regional ingredients and healthful food served artfully. Featuring indoor seating and an outdoor patio with firepits, enjoy a range of dynamic dishes in a modern setting. Drift is located on the first floor of the hotel.
  - Cove: Seasonal pool bar and grill. The menu at Cove features summertime staples like our ahi poke bowl, veggie wraps, and so much more! Cove is located outdoors by the hotel pool.
  - Check out local restaurants in the Hungry Friend app! Explore local cuisine by dining-in, or order food to-go and have it delivered to the hotel to be ready and waiting as soon as the pre-lunch sessions end!
- **Where to park?**
  - The hotel has both onsite and valet parking available. Self-parking at the hotel in a secure indoor garage, with in-and-out privileges for your convenience, is available at a discounted rate of \$25/car. Valet parking is available at the hotel for \$45/day with in-and-out privileges. If you are only coming for a few hours, hourly parking can be purchased for \$4/hour.
- **How do I get to the hotel from the airport?**
  - You may choose to utilize a rideshare app, such as Uber or Lyft, or a taxi service. Additionally, there is easily navigable public transportation. Learn about how to travel to and from the San Diego airport here: <https://www.san.org/to-from/Directions>
- **How do I connect to the internet?**
  - Hotel guests may enjoy free internet access in the common areas of the conference. For those staying at the Hyatt Regency La Jolla, your room comes with internet access for up to 5 devices; please follow the instructions you receive at check-in for the hotel. Please note: there is no wifi access in the conference meeting rooms; a laptop for presenters is provided in each session room and will be hardwired to the internet.
- **What is the conference dress code?**
  - The average temperature in San Diego in late-June to early-July is in the low- to mid- 70s (Fahrenheit) with lows in low- to mid-60s (Fahrenheit). Dress for the

conference is casual/business casual so please plan to be comfortable. The majority of conference activities will take place indoors so a light jacket, sweater, or sweatshirt might be useful due to the air conditioning in the hotel.

- **Will there be recovery meetings on-site?**
  - The Conference Planning Committee has planned a variety of recovery meetings each day of the conference which may be found in the schedule. You can also find links to lists of local recovery meetings in the conference app.
- **When is the registration deadline and how much does it cost?**
  - Late registration may be purchased up to the last day of the conference for \$775/person for non-members, \$625 for members of ARHE, ARS, or AAPG, \$325 for students, or \$300 for a one-day pass. Early Bird pricing at discounted rates generally opens around 9 months prior to the conference. See the Registration Desk for details or questions. Post-conference recording access can also be purchased for those unable to attend in-person; the cost is \$150 and will provide access to 15.5 CE hours with over 80 hours of content professionally recorded during the conference.
- **Why is registration required?**
  - Event registration is vital for successful event planning. Events of this size require a lot of time, effort, and planning that incur a variety of costs. Your registration fee helps to ensure these costs are covered and that the conference can continue to occur year after year.
- **When does the registration desk open?**
  - Registration will open on Saturday, June 29th at 10:00 AM and will follow the schedule below. Please refer to the schedule in the conference app for the most up-to-date information
  - Saturday, June 29th (La Jolla Ballroom)
    - 10:00 AM - 5:00 PM
  - Sunday, June 30th (Regency Foyer)
    - 7:30 AM - 5:00 PM
  - Monday, July 1st (Regency Foyer)
    - 7:30 AM - 5:00 PM
  - Tuesday, July 2nd (Regency Foyer)
    - 7:30 AM - 5:00 PM
  - Wednesday, July 3rd (Regency Foyer)
    - 7:30 AM - 12:00 PM
- **How do you handle accommodation requests?**
  - People with disabilities as defined by the Americans with Disabilities Act (ADA) who require conference access and/or reasonable accommodation and access to learning materials that are prepared specifically for the conference should notify ARHE of this need during their registration process so that accommodations may be met. If accommodations were not listed during registration, please make us aware as soon as possible so that appropriate plans can be made. All service animals are welcome at the conference but must have visible indication/work vest and documentation available.

- **What is the refund/cancellation policy?**
  - Please note that we will fully refund your ticket upon request until Friday, April 26, 2024, less a \$50 administrative fee. Refund requests received between April 27, 2024 - May 24, 2024 will be refunded at 50%, less a \$50 administrative fee. Refunds may not be granted after May 24, 2024.
  - Cancellation requests or refund requests must be submitted in writing to Louise Irizarry at [recovery@collegiaterecovery.org](mailto:recovery@collegiaterecovery.org)
  - Tickets may be transferred to another individual. All transfer requests should be sent to Louise Irizarry at [recovery@collegiaterecovery.org](mailto:recovery@collegiaterecovery.org)
- **What happens to photos and videos taken at the conference?**
  - We will be taking photos and encouraging social media engagement using the hashtags #ARHEinSD and #ARSinSD and #AAPGinSD. Many sessions will also be recorded with the presenter's permission. Photos may be utilized in future promotional materials. Unless specific requests are made in writing, all conference participants agree to the use of their likeness. Requests should be made in writing to [conference@collegiaterecovery.org](mailto:conference@collegiaterecovery.org). All session videos will be made available post-conference for registrants to access and instructions for accessing this video library will be emailed to all conference registrants in July.
- **How do I make a grievance, complaint or report a concern?**
  - Every effort has been made to make your conference experience a great one! If you have a concern please bring it to the registration desk. Every effort will be made to resolve your concern.
  - To report an immediate issue or concern, simply fill out the issues reporting form: <https://questionpro.com/t/AVEy4Z22LV> This form can be completed anonymously, though if contact details are provided, you may request that conference staff contact you directly to provide a response and/or resolution to the issue. This form will be monitored by full-time ARHE Staff throughout the conference.
  - General feedback (including positive feedback!) can be submitted post-conference via the conference evaluation form which will be sent by email to all registered attendees. While this feedback form should not be utilized to file a formal or specific complaint that requires immediate attention, general feedback can be provided here to improve the experience for next year!
  - Formal grievances must be made via email to [conference@collegiaterecovery.org](mailto:conference@collegiaterecovery.org) within 7 days of the event of concern.
- **ARHE Annual Members Meeting**
  - Who can attend the ARHE Annual Members Meeting?
    - The ARHE Annual Members Meeting is open only to current members of ARHE. Though it coincides with conference week, conference registration does not grant access to the ARHE Annual Meeting. If you have questions about your membership status, please see Mack Park at the Registration Desk.
  - When and where is the ARHE Annual Meeting?

