



## FREQUENTLY ASKED QUESTIONS

### General Questions

**Q:** How do I register for an event?

**A:** [CLICK HERE](#) to visit our online registration form.

**Q:** How much does it cost to register for an event?

**A:** We offer an early bird rate (available until January 27, 2024), as well as a special Member-discounted pricing for registration.

Early Bird Rates:

Members: \$350

Non-Members: \$450

Regular Registration Rates:

Members: \$400

Non-Members: \$500

**Q:** How do I register and take advantage of my company/organization's membership discount for an event?

**A:** When registering for an event, you select the member option under the registration options.

**Q:** After completing the registration, will I receive an email confirmation?

**A:** Yes. If you do not receive your email confirmation within 24 hours, please check your email spam folder and then contact our Service Office team at 940-521-9982.

**Q:** What is included in the registration fee?

**A:** Access event sessions and materials, all general sessions, refreshments, meals, and networking events.

**Q:** When is the deadline for registration?

**A:** You may register at any time, and even onsite at the event.

**Q:** Is there single-day registration available for a multi-day event?

**A:** No, you will need to register for the entire event.

**Q:** Does my company or myself have to be a Member to register for an event?

**A:** Membership is not required to register for any of our events. However there is a special discount rate for Members.

**Q:** Where can I find more information about the event, i.e., agenda, speaker line-up, topics?

**A:** Visit <https://www.swnahro.org/2024-maintenance-conference> once the agenda is finalized you will be able to click on the “View Agenda” button.

**Q:** How can I get to the event venue or nearest airport?

**A:** The address and phone number of the event venue is listed on the event web site at the bottom of the page. For the nearest airport to the hotel, please [CLICK HERE](#).

**Q:** Are hotel accommodations included in the registration fee?

**A:** The cost of the hotel accommodation and travel is not included in the registration fee. Attendees are responsible for their own accommodations and travel costs. Please check the event site for the hotel information and how to book your accommodations.

**Q:** How to request special needs or meals?

**A:** If you have special needs and/or dietary restrictions, please do let us know when registering by contacting our Service Office team at 940-521-9982 or [swnahro@brazosnet.com](mailto:swnahro@brazosnet.com).

**Q:** What time zone is the event being held in?

**A:** Central Daylight Time

**Q:** Are there group discounts available if we have more than one person who wants to register for an event?

**A:** Register 9 attendees get your 10<sup>th</sup> registration free.

**Q:** Who should I speak to about sponsorship opportunities?

**A:** Please email sponsorship inquiries to Ashley Munoz @ [swnahro@brazosnet.com](mailto:swnahro@brazosnet.com).

## **Billing Questions**

**Q:** How do I pay for the registration?

**A:** You can pay using a credit card, or check.

**Q:** How can I get an invoice for the event registration(s)?

**A:** Select the “Invoice Me” option under the payment method on the registration form.

**Q:** How can I request a W-9 form?

**A:** Please contact our Service Office Team @ 940-521-9982.

**Q:** Will I receive a paid receipt for online registrations?

**A:** Yes, a receipt will be sent to the email you provide to us at registration.

## **Membership Questions**

**Q:** Is my agency/company a Member of Southwest NAHRO?

**A:** If you are unsure if your agency/company is current on their membership dues, please contact our Service Office Team @ 940-521-9982.

**Q:** How can I, or my company/organization become a Member of Southwest NAHRO?

**A:** If you are interested in membership, please [CLICK HERE](#).