

National Leadership Conference Frequently Asked Questions

Most questions can be answered by viewing the [NLC page](#) of the FCCLA website.

REGISTRATION QUESTIONS

1. How do I register for the conference?


Login to the FCCLA Portal or go to <https://affiliation.registermychapter.com/fccla#>. Once you login select **'Meetings & Events'** then **'2023 National Leadership Conference'**. Register chapter advisers and members using the **'Register Students'** and **'Register Advisers'** buttons. Next, you will need to register all chaperones, parents, and others attending from your chapter using the **'Register Guests'** button. Enter all information for each person attending. On the main screen, you will select **'Accept Disclaimers and Waivers'** and then select **'Submit Registration'** to complete the registration(s). FCCLA recommends that you register the adviser or adult chaperone first since some events may require a registered adviser/chaperone to register a student. An invoice is created once you officially submitted your registrations.

2. How can I tell if we are registered?

There are two ways to confirm you are registered:

- You should see a status of "Pending" next to each individual listed. The Pending status means you are registered but not paid. Once your invoice is paid the status changes to "Registered".
- You see a conference invoice in your Invoice(s) tab for the 2023 NLC. Verify everyone is listed for all their items on the invoice.


3. What should I do if the system does not allow me to register for the conference?

You cannot register for the conference until all previous invoices are paid in full. Go to the **'Invoice(s)'** tab to view the unpaid invoices. On the Invoice(s) page you can select the **'Pay Invoices'** button to pay by credit card or remove check or select  icon to view and print the invoice if mailing a check. You must also be an affiliated adviser or student to register for the conference (status to the left of the name must say **"Affiliated"**). All others including chaperones, school administrators, and parents must be registered as a guest.

4. How will I receive an invoice for my conference registration?

Once you click **'Submit Registration'** and **'Create Invoice'**, a pop-up screen appears with three options: View Invoice, Pay Invoice, or Pay Invoice Later. An invoice is then automatically generated and can be found in the **'Invoice(s)'** tab in the FCCLA Portal. The invoice will also be emailed to the primary adviser.

5. How do I see the items each attendee has on their registration?

You can review the items each person has on their registration by selecting the  icon next to each attendee's name. In the pop-up screen, you can select the **PDF button** at the bottom left and download it for your reference.

6. How do I make a name change/ substitution or cancel an NLC registration?

Cancellations/substitutions must be submitted online through the FCCLA Portal by June 2 to be eligible for a refund, less applicable administrative fees. No refunds will be honored for cancellations received after the deadline. The adviser must login to the FCCLA Portal, select **'Meetings & Events' >'2023 National Leadership Conference'>'Cancel/substitute Request.'** Carefully review the cancellation/ substitution policies located on the NLC page of the website.



7. Are meals included with my registration?

Attendees are responsible for their own meals during the conference. A variety of restaurant options are available within walking distance of the hotels and convention center at various prices. Lunch concessions will be available in the Expo in the convention center.

8. How do I register my student for a STAR Event?

State advisers approve the students who qualify to compete at NLC. Once the student has been qualified by the state adviser, their information will appear on the 'Competitive Events' tab within the registration process for that student. You do not have to wait to register the student for the conference. You can go back into the registration to add the STAR Event any time before May 5 (May 19 if your state conference is on or after April 25). You can confirm your STAR Events registration by reviewing your invoice. Only registered participants will appear on an invoice.

9. Where can we find information about the location and time of our STAR Event Competition?

The schedules for the National Leadership Conference will be available on the FCCLA Portal starting **June 1**.

Advisers can access the competition schedules of their members by logging into the Adviser Portal and clicking on "Meetings & Events" > "2023 National Leadership Conference" > "Student Schedules."

Members can view their competition schedules by logging into their Student Portal and finding it at the bottom of their homepage.

10. Where is the Online Orientation Form, and when is the deadline for completing it?

Competitors can access the Online Orientation Form and the video link on the Student Portal under "Survey Applications" > "Competitive Events." Competitors must watch the video and complete the form by **June 15** to receive points on the Point Summary Form.

HOUSING QUESTIONS

11. What are the housing policies for the 2023 NLC?

The following items are policies for this year, so please make sure you read them carefully:

- Per the housing policy that was adopted in 2020, FCCLA no longer assigns state delegations to hotels; therefore, housing reservations are available on a first-come, first-served basis.
- A four-night minimum stay is required at one of the official FCCLA conference hotels. The housing reservation system will enforce this policy.
- A cancellation fee of \$450 will be charged to the credit card on file per room cancelled after May 19, 2023.
- Attendees not staying within the official conference hotel block will be assessed a \$125 fee per registration. This policy will not be implemented once the hotel block is completely sold out. Lack of availability of a preferred room type will not provide an exemption to this policy.
- It is important that anyone staying in our hotel room block is registered for the conference. All registered attendees are required to stay at one of the official FCCLA conference hotels within our hotel block.

12. When Can I Make Our Hotel Reservations?

Only registered attendees are eligible to stay within the FCCLA hotel block. Once you are registered for the conference, a registration confirmation email with the hotel reservation information will be sent to the email on file. Please make travel arrangements after hotel reservations are confirmed to avoid any travel change fees. Reservations must be made by June 2, 2023. Please note reservation cancellations after May 19, 2023 for any reason will incur a non-refundable fee of \$450 charged to the credit card on the reservation per room cancelled.



13. What are the Housing Reservation Deadlines?

- **May 19, 2023**-Cancellation deadline with no fee. Cancellations after May 19 will incur a fee of \$450 to the card on file per room cancelled.
- **June 2, 2023**-Reservation deadline. Any reservation requests after June 2 cannot be guaranteed the FCCLA conference rate.
- **June 12, 2023**-If paying the final bill by check, the check must arrive at your assigned hotel by this date. If paying the final bill with a credit card, not in your possession, a credit card authorization form must be submitted to your confirmed hotel by this date.
- **June 22, 2023**-Deadline for changes and cancellations to reservations through the housing reservation site. After this date, all modifications to your reservation must go through the confirmed hotel.

14. What is the FCCLA Conference Room Rate?

The FCCLA conference hotel room rates can be found on the [Attend/NLC/Hotel Information](#) page on the FCCLA website. The room rates range from \$194 - \$245 per room per night plus tax. Conference rates will be honored over the peak conference dates (July 1 – July 6). A limited number of rooms are available before and after the conference date. Room rates may vary based on extended arrival/departures. The room rate cannot be guaranteed after the housing deadline of June 2, 2023.

15. How Do I Make Hotel Reservations?

The housing reservation information and instructions will be listed in your registration confirmation email. If you do not receive your registration confirmation email within 24-hours of submitting your conference registration, please check your junk/spam folder. If you still do not see the email, please notify meetings@fclclainc.org for a copy.

When making hotel reservations, use the online booking link (for booking 1 – 25 rooms) or the housing form (for booking 10 or more rooms). The official housing reservation site can be found by selecting the online booking link in the registration confirmation email. The housing form can be requested from meetings@fclclainc.org. Keep in mind, there will be a delay in getting your reservations using the housing form until a valid credit card is secured to guarantee the rooms. Until you receive an acknowledgment email from Orchid with an acknowledgment number, you are not guaranteed a guestroom.

For the safety and security of all guests and attendees, all individuals staying in each room must be listed exactly as they appear in the FCCLA Portal. FCCLA and Orchid will be doing periodic checks between the registration list and rooming list to ensure everyone listed on the rooming list is registered for the conference and vice versa.

16. How Many People are Allowed Per Room?

A standard King room can accommodate up to two people. A standard two-bedded room can accommodate up to four people. Take note of the maximum guest allowance per room on the housing reservation site. Some rooms with a pullout sleeper sofa can accommodate additional people. Rollaway beds can be ordered through some hotels upon request based on hotel's inventory. Rollaway beds will only be permitted in King rooms at the Grand Hyatt Denver, Hilton Denver City Center, Hyatt Regency Denver, Sheraton Denver Downtown, and Sonesta Denver Downtown. As noted, it is extremely important that you make sure all attendee's names are listed on the reservation.

17. Do I need a Credit Card to Make Reservations?

Yes, all reservations must be secured by a credit card to hold the room(s). The credit card on file will not be charged unless the hotel does not receive an alternate payment method either via check or credit card authorization form. See information about paying by check in question #18 below.

Please note: the credit card on file may be charged a non-refundable fee of \$450 if you cancel the confirmed guestroom(s) after the May 19, 2023 deadline.

If paying the final balance at the hotel with a credit card not in your possession, you will need to request a credit card authorization form for your confirmed hotel by emailing FCCLA@orchid.events. Complete the form with the requested



information and return it to your confirmed hotel by June 12, 2023. If the hotel does not receive the authorization form prior to June 12, 2023, you will need to provide a valid credit card at check-in.

18. Will the Hotel Accept Check Payments?

Yes, all of the conference hotels will accept checks for final payment if the check is received at least 14 days prior to your arrival or by June 12, 2023. If the hotel receives the check less than 14 days of your arrival or after June 12, 2023, then a credit card will need to be provided at check-in. Once the check clears, you can initiate a request for reimbursement with the hotel to the credit card charged.

Please include your reservation confirmation numbers, attendee names, and arrival date with your check payment to ensure the check is applied to the correct reservation(s). Retain a copy of your check for your records.

Checks should be made payable to and mailed to the address of your confirmed hotel. If your school requires the hotel to be listed as a vendor, you can request W-9 for your hotel from fccla@orchid.events.

19. Are Purchase Orders an Accepted Form of Payment?

No, the conference hotels do not accept a purchase order as a form of payment for room reservations. A credit card or check must be provided for payment.

20. Can I Reserve Rooms and Later Change the Names on the Reservation?

Yes, you will have the ability to change the names on your reservation or make edits by modifying your reservation through a link in your acknowledgment email, by emailing fccla@orchid.events, or by calling the call center at 1-833-303-4704 (Agents available Monday – Friday 7:00 AM – 5:00 PM MST). You can change your information through Orchid up to June 22, 2023. After that date, any changes must go through your confirmed hotel after you have received a confirmation number from the hotel. Keep in mind that FCCLA will be reviewing the housing list versus the registration list periodically to ensure only registered attendees are in the FCCLA housing block.

21. Who Do I Call if I Have Reservation Questions?

If you have a question about your room reservation, please call the Orchid Call Center at 1-833-303-4704 Monday – Friday 7:00 AM – 5:00 PM MST. Make sure to provide them with your acknowledgment number.

22. What does it mean if some nights say Waitlisted on the Housing Reservation Site?

If some dates are listed as “Waitlisted” at your selected hotel, check other hotels for available rooms over your entire stay. You can continue to book your reservation with “waitlisted” nights. Orchid will check room availability and if rooms become available, you will be notified by Orchid within two weeks.

Competitive Events Questions: For all questions regarding Competitive Events call 703-476-4900 ext. 334 or email competitiveevents@fclclainc.org.

General Questions: For general conference-related questions contact FCCLA National Headquarters at 703-476-4900 or email meetings@fclclainc.org.