

FREQUENTLY ASKED QUESTIONS

WHAT IS THE CANCELLATION POLICY? WHEN IS THE REFUND DEADLINE?

You may cancel or transfer your conference pass in accordance with the following cancellation policy:

- If you cancel your conference registration before June 12, 2024, you will be fully refunded your registration fee. In lieu of cancellation you may send someone else in your place. To request a refund or to transfer your registration, an **email** must be sent to ThistleFarmsEvents@thistlefarms.org by June 12, 2024, 11:59pm CST. No phone or mailed requests can be accepted.
- If you cancel after June 12, 2024, you will not be eligible for a refund, but may send someone else in your place.
- Refunds cannot be issued on-site.
- Please note that the conference program is subject to change including programming cancellations and scheduling. Thistle Farms is not responsible, and refunds will not be provided due to programing or schedule changes. Please check the website for the most up-to-date scheduling.
- If you reserved a hotel room with Lowes Vanderbilt, please refer to your reservation booking for their cancellation policy.
- Payment of registration confirms that you have read, understand, agree, and will comply with the published registration cancellation policy.

I'M HAVING TROUBLE REGISTERING ONLINE, CAN YOU HELP ME?

- Yes! Please email ThistleFarmsEvents@thistlefarms.org for assistance.

ARE EARLYBIRD DISCOUNTS AVAILABLE?

- Early bird \$225 pricing from Jan 15 – Feb 15
- \$299 after Feb 15

I CAN'T PAY BY CREDIT CARD; IS THERE AN ALTERNATE PAYMENT METHOD?

- Checks can be used as an alternate form of payment. Please mail check with this completed [form](#).

Thistle Farms
Attn: Jenelle Spicer – Conference
5122 Charolotte Pike
Nashville TN 37209

I HAVE SPECIAL ACCESSIBILITY NEEDS AND/OR DIETARY REQUIREMENTS; CAN YOU ACCOMMODATE ME?

- Please do let us know any special requirements in the designated area on the registration form. You can also email ThistleFarmsEvents@thistlefarms.org for any specific questions.

CONFERENCE LOCATION AND ACCOMMODATIONS

- The conference will be held at:
Lowes Vanderbilt Hotel
2100 West End Avenue
Nashville, TN 37203
- Host Hotel Accommodations: [Lowes Vanderbilt Hotel](#)
- There are several options for accommodations in the area. [Places to Stay | Visit Nashville TN \(visitmusiccity.com\)](#)

WHAT TIME ZONE IS THE EVENT BEING HELD IN?

- Nashville is located in the Centra Standard Time Zone.

TRANSPORTATION:

- Lowes Vanderbilt does not offer airport transportation. Nashville International Airport (BNA) is roughly 20 minutes away. There are taxi and rideshare options available at the airport.

WHAT PARKING ARRANGEMENTS ARE AVAILABLE AT THE VENUE?

- Self-parking at Loews Vanderbilt Hotel is \$45 + tax per day, per vehicle.
- Valet parking is \$49 + tax per day, per vehicle.

WHERE CAN I FIND INFORMATION ABOUT THE EVENT AGENDA AND SCHEDULE?

- Please check the conference main home page. Updates to the schedule will be made closer to the event date.

WHAT IS THE DRESS CODE AT THE EVENT?

- Business casual. Meeting rooms can get chilly, so we recommend layers for your comfort.

WHAT IS INCLUDED IN THE REGISTRATION FEE?

- Welcome Reception on Sunday
- Breakfast on Monday, Tuesday and Wednesday
- Lunch on Monday and Tuesday
- Access to daily marketplace
- Access to all general sessions, keynote presentations and breakout workshops

ARE MEALS INCLUDED?

- Welcome Reception on Sunday (heavy Hors o'doeuvres and non-alcoholic beverages)
- Breakfast on Monday, Tuesday and Wednesday
- Lunch on Monday and Tuesday
- All dinners will be on your own.

INTERNET ACCESS:

- Wi-Fi is available throughout the hotel.

CONTINUING EDUCATION UNITS

- We are able to provide continuing education units. Please let us know in the designated area on the registration form. You can also email ThistleFarmsEvents@thistlefarms.org for any specific questions.

VOLUNTEER OPPORTUNITY:

- Volunteers are needed for a successful conference. Email ThistleFarmsEvents@thistlefarms.org if you are interested in volunteering during the conference.

SCHOLARSHIP OPPORTUNITY:

- There are a very limited number of scholarships available. Email Shelia.simpkins@thistlefarms.org to inquire about scholarship opportunities.

NOTICE OF PHOTOGRAPHY:

Photographs and/or videos may be taken by event organizers, event sponsors, event speakers and/or those persons retained by event organizers to document conference. Thistle Farms assumes permission to use images. Images, photos and/or videos may be used to promote similar events in the future, highlight the day's event and exhibit the capabilities of Thistle Farms. No compensation will be provided to the subjects of the images, photos and/or videos. The ownership of images, photos and/or videos are retained by the persons taking the photos and/or videos. Photos may be shared in electronic, social, and print medias.