



November 15, 2009

Dear NAA Group Coordinators:

On behalf of the National Apartment Association, we thank you for your continued support and interest in the 2010 NAA Education Conference & Exposition, to be held in New Orleans, LA June 24-26, 2010.

Many exciting opportunities are available at the NAA Educational Conference this year. We continue to refine the group registration process. Once again, we are offering housing online this year!

J. Spargo & Associates, Inc. (JS&A) has been appointed as the official registration and housing company for the 2010 NAA Education Conference & Exposition. Registration for groups opened online on June 25th in Las Vegas and housing for groups will open on November 16, 2009.

Please review this entire document carefully as it contains important information about group registration and housing. More detailed information about the meeting will be posted to the NAA website (<http://www.naahq.org/educonf>) later this winter.

Here are some items of particular importance:

- Online Group Registration and Housing is integrated and will be available beginning on November 16, 2009.
- Group Registration is available for affiliates or attendees with five (5) or more individuals.
- Group housing requires a minimum of 10 rooms. If less than 10 rooms, group should secure individual rooms through the general housing system.
- Group Coordinators have online tools available to manage their group attendee registrations and housing reservations.
- All registration fees for groups must be pre-paid, and group attendees may register online until May 22, 2010.

Registration is required before hotel reservations/room block requests can be made.

All requests for hotel room blocks must be submitted online and may only be requested after completion/payment of the registration process.

NOTE: The total number of hotel rooms requested cannot exceed the number of group registrations purchased (i.e., 10 group registrants = 10 max hotel room reservations.) All group room blocks require 10 or more hotel rooms.

Again, please review the contents of this document carefully. Should you have any questions or comments, please refer them to JS&A at naaregistration@jspargo.com or call (866) 470-7778 or (703) 449-6418.

Thank you again for your interest and participation in the 2010 NAA Education Conference.

Regards,

Elizabeth Ambacher, CEM
Director, Meetings and Expositions

IMPORTANT 2010 NAA EDUCATION CONFERENCE & EXPOSITION DATES

- November 16, 2009 **HOUSING OPENS FOR INDIVIDUALS – Groups with 9 or less rooms may secure rooms online at this time (no room block).**
- November 16, 2009 **ATTENDEE Groups (no exhibitors) can request and begin managing their room blocks.** NEW this year: Group Room Blocks will consist of **10 or more rooms.** If you require 9 or less rooms you will be able to book each room after individual registration has been completed.
- April 23, 2010 Group Room Blocks Deposits Due
The pre-paid non-refundable deposit of one night room/tax per room is due.
- April 23, 2010 **Group Room Block Deadline:** Rooms not reserved with an individual's name by April 23, 2010 will be released for general sale.
- April 23, 2010 **Group Housing Cancellation Deadline:** All reservation cancellations must be received by 11:59pm PST, April 23, 2010. The first night's deposit is non-refundable after this date.
- April 30, 2010 **Regular Registration Deadline:** Full payment for your entire groups' registration fees must be received or postmarked by 11:59pm PST on April 30, 2010 to guarantee the regular registration rate.
- May 22, 2010 **Deadline for Registration Name Changes and Substitutions:** All name changes must be processed online by 11:59pm PST on May 22, 2010. After this date all name changes must be processed onsite and are subject to a \$25.00 administrative fee.
- June 15, 2010 **Late Registration Deadline:** Full payment for your entire groups' registration fees must be received or postmarked by 11:59pm PST on June 15, 2010 to guarantee the late registration rate. After this date, all fees will increase to the onsite registration fees. **No refunds for registration cancellations after this date.**
- June 24-26, 2010** **2010 NAA Education Conference & Exposition, Ernest N. Morial Convention Center, New Orleans, LA**

GROUP REGISTRATION POLICIES AND PROCEDURES

In order to qualify for the group registration discounts provided by NAA the group coordinating company, organization or association must be a direct member of NAA or a member of their local NAA affiliate. Non-members are not able to qualify for group registration set-up. Group registrations require five (5) or more registrations.

- You may access the Group Registration website by visiting <http://www.naahq.org/educonf>. Once you establish a name and contact information for your group, you will be asked to estimate the number of people in the group and full payment for this number is due before you are able to register your attendees. An immediate email confirmation that will include login and password information will be sent. Use the login and password to access your group registration site to register your attendees.

Two ways to register attendees:

1. Group Coordinator Enters All Registrations

You do not need to register the entire group at the time you establish your group block. You may come back to the Group Registration website to register your attendees at any time.

You will need the following information to register your attendees:
Name, job title, organization name, address, phone, fax, email address, and any NAA certifications.

The Group Registration website will allow you to select a Group Summary to see a complete list of registrations for your group and a financial summary to review registration fees paid.

2. Group Attendees May Register Themselves Online.

You may also provide your user name and password to individuals who prefer to register themselves.

Cancellations

All cancellations within a group registration received prior to 11:59pm PST on February 26, 2010 will be refunded minus a \$150 administration fee per record cancelled. Cancellations received between February 27, 2010 and 11:59pm PST on May 22, 2010 will receive a 50% refund. No refunds will be issued for cancellations received after May 22, 2010.

- **Substitutions and name changes** can be made online until 11:59pm PST, May 22, 2010. After this date all changes must be made onsite and are subject to a \$25 administrative fee.
- **Complete contact information** will be required for each registrant including full address, email address, phone, fax and registrant profile information. Registration records that have not been completed properly

will be considered incomplete and badge will not be issued. Please note that email addresses must be unique for each registrant in your group. Email addresses used more than once will be identified as a duplicate and will prevent you from completing the registration.

- Group registration fees are set once the payment for the entire group is accepted. Should your group increase into a higher bracket after the initial creation you will be charged the increased group discount (as it applies in the given time period) for additional registrations purchased. **No refund will be issued for any difference in fees between the initial group and the additional registrants.**
- **ADDITIONAL DISCOUNTS MAY NOT BE USED IN CONJUNCTION WITH THE GROUP DISCOUNT.**
- Group Pricing Structure is as follows:

Size of Group	On or Before 4/30	On or Before 6/15	After 6/15
50+	\$ 575	\$ 675	\$ 775
25-49	\$ 595	\$ 695	\$ 795
5-24	\$ 625	\$ 725	\$ 825

DISTRIBUTION OF MEETING MATERIALS

All group registrants will receive a conference bag voucher, tickets to the NSC opening party, ticket to the lunches on Thursday and Friday, prize giveaway tickets for Thursday and Friday, and cash prize giveaway tickets, as part of the registration fee.

As an added service, Group Coordinators will be able to choose from the following delivery options: mail all badges to individual registrants, mail all badges to the Group Coordinator, hold all badges for individual registrants to pick up onsite or schedule an appointment for Group Coordinator to pick up all badges onsite.

Group appointments will begin onsite on June 25, 2010. Onsite Group Coordinators with appointments may register additional attendees, make name changes and badge corrections while avoiding long lines during the main registration hours.

Group Coordinators who pick up meeting materials or have the meeting materials mailed to themselves in advance are responsible for distributing materials to registrants who are part of their group. Badges will not be reprinted for individuals who have not received their materials from the Group Coordinator. These individuals will be instructed to contact their Group Coordinator to receive their materials.

GROUP HOUSING POLICIES AND PROCEDURES

Groups may secure a room block of 10 or more rooms for its attendees – Optional Service

Beginning November 16, 2009, Group Housing Requests will be available to each group **after** the group coordinator completes the pre-payment/registration process. Each group room block may request one room for every paid registrant based on a minimum of 10 registrants in their group. Upon completion of the group registration process you will be automatically prompted to request/reserve a block of rooms online.

After your room block is created, the group coordinator will have access to the room block via the online room management system beginning November 16, 2009.

The online tools will allow the group coordinator to manage reservations for each person in your group. You will receive an email confirmation of your room block which will include the room block management website address, login and password information. Once you have logged into the room block management system you will be able to enter names, arrival/departure dates, and credit card information. You will receive a confirmation via email after each individual is entered into the room management system.

Group room blocks must be utilized by Friday, April 23, 2010. A room is not considered utilized until it is assigned to a specific individual and is secured with a valid credit card for the required first and last night's room and tax deposit.

Any rooms not utilized by April 23, 2010 at 11:59 pm will be removed from your room block and released for general sale.

Group Room Deposit/ Cancellation/Change Policy

The credit card(s) provided will be charged a non-refundable deposit of one night room and tax by the hotel on or about May 31, 2010 for each room in your room block.

Should you choose to cancel any rooms from your block after April 23, 2010 by 11:59 p.m. PST, you will forfeit the one night room and tax deposit.

If you need to change or cancel your reservation prior to May 22, 2010 please send an email to naahousing@jspargo.com. After May 22, 2010, please contact your assigned hotel directly to make changes. If you cancel your reservation after May 22, 2010 directly with your hotel, please be sure to obtain a cancellation number.

If at any time you have any issues or questions with your room block or the online room block management system, please send an email to naahousing@jspargo.com or call 866-470-7778.

Individual Reservation Policy – For Individual Attendees or Groups with 9 or fewer registrants

If your group consists of 9 or less registrants or you do not require or wish to manage a block of rooms, you must follow these instructions and communicate housing instructions to your group attendees:

- Register each participant for the meeting and obtain a registration confirmation number.
- The individual will get a copy of the confirmation, so they can then log in and proceed to the hotel reservations portion of the website to make their individual hotel reservations. The registration confirmation number will be required in order to make a hotel reservation online.
- A credit card must be provided with each reservation, as a room reservation deposit equal to one night's room and tax will be charged by the Hotel.

Cancellation/Changes of Individual Reservations

If you need to change or cancel hotel reservation(s) prior to May 22, 2010 please send an email to naahousing@jspargo.com after May 22, 2010 please contact your assigned hotel directly to make changes or cancellations.

If you cancel your reservation after May 22, 2010 directly with your hotel, please be sure to obtain a cancellation number. **Rooms cancelled after 72 hours prior to arrival will forfeit the one night room and tax deposit.**

If at any time you have issues or questions with your room block or the online room reservation system, please send an email to naahousing@jspargo.com or call 866-470-7778.

If you have any registration or housing related questions you may contact:

NAA Registration and Housing Bureau

11208 Waples Mill Rd.

Suite 112, Fairfax, VA 22030

Phone 866-470-7778 or 703-449-6418

Fax 703-631-1167

Email: NAAHousing@jspargo.com or NAARegistration@jspargo.com

Agents available 8:30 a.m. - 5:00 p.m. EST Monday-Friday