



FREQUENTLY ASKED QUESTIONS - Attendees

Why are the dates for 2021 Apartmentalize changing?

In-person meetings, travel and fun are making a comeback in 2021 and in order to accomplish all of that, we're postponing 2021 Apartmentalize. With an extra 2 ½ months, we know even more of you will be able to Reconnect, Restart and Reenergize at the largest gathering in the Apartment Industry.

What are the new dates of 2021 Apartmentalize?

Apartmentalize will begin at noon on Tuesday, August 31 and conclude at 2:30 p.m. on Thursday, September 2.

Has the location of Apartmentalize changed?

No. The rescheduled Apartmentalize is still in Chicago at the McCormick Place Convention Center.

What if I am currently registered for Apartmentalize in June?

If you are currently registered for 2021 Apartmentalize in June you do not need to do anything. Your registration has automatically been transferred to the new dates. A new registration confirmation will be emailed to you early February.

I am no longer able to attend with the postponed dates.

If you have a conflict and are no longer able to attend, you may send an email to naaapartmentalizereg@spargoinc.com before March 4 to cancel and receive a full refund. Refunds will be processed within 60 days. After March 4, standard cancellation policies will be applied.

I have already canceled my registration for Apartmentalize in Chicago and charged an admin fee – will this fee be refunded to me?

NAA is unable to refund those admin fees associated with registrations that were canceled prior to the official postponement of 2021 Apartmentalize. Only those registrations being canceled due to NAA's decision to postpone Apartmentalize will receive a full registration refund.

My registration is attached to a Group – what do I need to do?

Your registration has automatically been transferred to the new dates. A new registration confirmation will be emailed to you early February. Please contact your group leader should you need to cancel your registration.

I am a Group Leader for a Group Package of registrations – what are our options?

All registrations have been automatically transferred to the new dates. New registration confirmations will be emailed early February.

If for some reason you have a conflict and your group or some individuals in your group are no longer able to attend, please send an email to naaapartmentalizereg@spargoinc.com before **March 4, 2021 to cancel to receive a full refund**. Refunds will be processed within 60 days. After March 4, standard cancellation policies will be applied.

There will be no penalty if your group package decreases to a new/lower group package tier, as long as your group attendees are cancelled before March 4, 2021.

Do I need to change my hotel room reservation?

If you have already made hotel reservation for June through the Apartmentalize registration and housing website, your reservations will automatically be transferred to the new event dates and an updated housing confirmation will be emailed to you.

I am no longer able to attend do I need to CANCEL my hotel room reservation?

If you cancel your conference registration by emailing naaapartmentalize@naahq.org, any hotel reservations previously made will also automatically be cancelled.