

Registration-Related

I tried to register, but I'm not getting the member discount. You must be logged into the member portal, using the email address your membership is registered with, to receive the discount. Also, your membership must be up to date. Another reason you are not receiving a discount when registering is if you are only a certified analyst through the Vibration Institute, and not a paid member. You may join as a paid member, and register for conference separately, to receive a discount on conference.

Are there other discounts in addition to membership? We DO have an early bird discount this year! If you register for the FULL conference (including the Tuesday Pre-Conference Workshops) you will receive \$100 off your registration. We also have promotions for those who are registering for courses.

How do I register? You may register online through our events calendar, or by calling our office at (630) 654-2254

Who can I contact for specific questions in your office?

For registration, any staff member can assist you (630) 654-2254

General Billing/Accounting: Jen Howser accounting@vi-institute.org

Technical Program: Bob Sayer rsayer@vi-institute.org

Expo, Sponsorship, Advertising, Other Inquiries: Janine Komornick jkomornick@vi-institute.org

Training Classes/Certification Exam in Niagara Falls: vicertification@vi-institute.org

Will the facility be wheelchair accessible for all events? Yes, both the hotel and convention center are wheelchair accessible.

Event-Related

Does the Reception include food? The reception on Wednesday and Thursday evening will not include food. It will be a sponsored beer and wine reception only. Drink coins will be included with registration when you check in.

What is a companion ticket? A companion ticket is for your +1 that you plan on bringing to VIATC; that allows them to accompany you to all meals, exhibit hall and reception. The companion pass also includes drink tickets for Wednesday & Thursday receptions. A companion ticket cannot be purchased separately, it must be in addition to an attendee's ticket.

Will there be any virtual sessions? No, this event will be entirely in person. However, proceedings will be available for purchase a few weeks after the conference concludes in our online store.

I'm a first timer, will there be opportunities to network? Absolutely! Breakfasts, Lunches, Coffee Breaks, Expo, Beer/Wine Reception, and after conference are all opportunities to meet others in the industry! Stop by the registration desk if you're looking to meet a specific board member or presenter and we can put you in touch!

Will you have a conference app this year? We will not have a conference app. Every attendee will be provided with a printed program guide with their registration bag at check in.

What are your registration desk hours?

Monday: 6:30am – 5:00pm

Tuesday: 6:30am – 5:00pm

Wednesday: 6:30am – 5:00pm

Thursday: 6:30am – 5:00pm

Friday: 6:30am – 4:00pm

I'm registered for a training class, should I head directly to the classroom or the registration desk? We ask that you please check in at the registration desk when you arrive at the convention center. We'll point you in the right direction to your classroom once we have you checked in.

I have food allergies; will there be food to accommodate my needs? We ask that you please give the VI Office as much notice as you can and we will do our best to fit your needs.

Since COVID, do you have special requirements for any of the events? What measures are you taking? There are no special requirements for this event. However, if you choose to wear a mask, you may do so. We will also have masks available at the registration desk should you choose to wear one.

I am a speaker and you approved of my presentation, however at the last minute I opted to change what I had planned to talk about. You don't mind that I do without approval? All speaker questions should be referred to Bob Sayer – rsayer@vi-institute.org

Will there be shuttle service for events outside the facilities? There is a bus for the area. For more information, please visit:

<https://www.discoverniagarashuttle.com/schedule>

Expo-Related

Will exhibitors receive an attendee list? Exhibitors will receive the attendee list, with names and email address, ONLY approximately 3 weeks after conference. We do not send this information prior to the event.

Will a conference nametag be required for the Expo Hall? Yes, the Expo Hall this year has set hours according to our schedule and a nametag is required to enter.

How many exhibitors are included with my booth? All exhibitor booths and sponsor booths this year include two exhibitors. However, you may purchase extra exhibitor tickets. We have two options this year: One for exhibitors who wish to attend technical sessions and meals, and one who wish to attend the expo and reception only.

Will there be a lead retrieval system? We will not have this available. However, we will provide all exhibiting companies with an attendee list (names and email addresses) approximately three weeks after conference.

I'm an exhibitor. Can I attend technical sessions as well? If you are an exhibitor that has purchased a presenter ticket, you may attend technical sessions. Your exhibitor ticket alone does not include technical sessions, you must purchase a ticket that includes technical sessions as well.

Do I need to be present to win at your raffle? Winners MUST be present to win this year. Our raffle will be held Thursday evening as reception concludes.

Where can I find your exhibitor toolkit? We have a separate exhibitor page this year and all resources can be found at: <https://www.vi-institute.org/viatc2023-conference/expo/>

Hotel-Related

When does your room block expire? You may book your room until June 12, 2023 through our conference link:

<https://book.passkey.com/event/50489723/owner/50027056/home>

Will the conference be held at the Sheraton? The conference will be held directly across the street from the Sheraton at the Niagara Falls Convention Center (101 Old Falls St.)

I am trying to check into my room, but I am told my room is not ready. I am trying to check into my room, and I have been told they do not have my reservation.

Who do I contact? I do not like the room I have and its location, can you assist me with having my room changed? We ask that all hotel related questions are asked with the hotel staff directly. Their number is 716-285-3361

Technical Program-Related

Are the Tuesday Pre-Conference Workshops included in my registration? They are included in your registration if you purchase the ticket that includes the Tuesday Pre-Conference workshops. There different ticket options available for purchase.

I'm an exhibitor. Can I attend the sessions on Tuesday? Our Tuesday Pre-Conference workshop has a separate ticket and requires a separate nametag to attend sessions and meals. We ask all attendees to purchase this ticket separately in advance online, by calling our office, or onsite.

I'm an exhibitor. Can I attend technical sessions as well? If you are an exhibitor that has purchased a presenter ticket, you may attend technical sessions. Your exhibitor ticket alone does not include technical sessions, you must purchase a ticket that includes technical sessions as well.

Can I hand carry products and use my own equipment or vehicle to transport items? Is this a union town?

The convention center is a union facility, but you can carry your own products and use your own vehicle. You would not be able to bring and use your own ladder. Their union is very flexible and easy to work with.

Can I have a free expo pass to my current or potentially new customers so they can attend the expo? Unfortunately, we do not offer free expo passes. We do encourage everyone to invite their customers and colleagues to take part in our conference with one of the many options we have available all week.

Will there be complimentary Wi-Fi? Yes, Wi-Fi will be provided throughout the facility.