

## 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 the conference separately, to receive a discount on conference.

***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](mailto:accounting@vi-institute.org)

Technical Program: Michael Titone [michael.titone@BakerHughes.com](mailto:michael.titone@BakerHughes.com)

Expo, Sponsorship, Advertising, Other Inquiries: Janine Komornick [jkomornick@vi-institute.org](mailto:jkomornick@vi-institute.org)

Training Classes/Certification Exam at VIATC 2024: [kwhiteman@vi-institute.org](mailto:kwhiteman@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. You MUST be registered and have a name tag to attend.

***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

## FAQs

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: 7:00am – 5:00pm

Friday: 7:00am – 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. Please contact us at (630) 654-2254

***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 Michael Titone [michael.titone@BakerHughes.com](mailto:michael.titone@BakerHughes.com)

### **Expo-Related**

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

***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. We do NOT sell or give away expo passes of any kind.

## FAQs

***How many exhibitors are included with my booth?*** All exhibitor booths include two exhibitors. However, you may purchase extra exhibitor tickets. All exhibitors may attend meals and technical sessions Wednesday through Friday. If you wish to attend on Tuesday, you must purchase a ticket for Tuesday as well.

***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 the conference.

***I'm an exhibitor. Can I attend technical sessions as well?*** If you are a registered exhibitor, you may attend technical sessions Wednesday – Friday only.

***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/viatc2024-conference/expo/>

### Hotel-Related

***When does your room block expire?*** You may book your room until July 5, 2024

through our conference link:

<https://book.passkey.com/event/50656179/owner/1475/home>

***Will the conference be held at the Marriott?*** The conference will be held directly across the street from the Marriott at the Northern Kentucky Convention Center. The Marriott is attached to the Convention Center. Please look for Vibration Institute Signage.

***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 859-261-2900.

## **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 are different ticket options available for purchase, please make sure you include the ticket with Tuesday if you choose to attend.

***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?*** Your exhibitor ticket includes technical sessions Wednesday – Friday ONLY.

***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.