



National Concierge Association

20th Annual Conference

August 23-25, 2018 Memphis, Tennessee

Official Conference Registration Form

DEADLINE TO REGISTER WITH ROOM INCLUDED IS JULY 1, 2018,

Room availability is on a first-come, first-served basis while our supply of reserved rooms lasts at The Guest House at Graceland. RESERVE EARLY!

Accommodations will not be held in lieu of payment or partial payment at any time.

TO REGISTER ONLINE:

Visit us at www.ncakey.org and click onto "NCA EVENTS". Scroll down to find the NCA Conference tab. You will be redirected to complete an online registration form and pay via credit card. Please note there is an additional charge for using your credit card for payment. Registrations received without payment will not be considered officially registered.

TO REGISTER BY MAIL:

Send completed and signed registration form and check made payable to the National Concierge Association to the following address:

NCA Conference 2018
c/o Joyce Fong, Director of Finance
5415 N. Sheridan Road #301
Chicago, IL 60640

QUESTIONS:

Please call or text 312-771-1707 or via email at nca.evpadm@gmail.com

PLEASE NOTE: ROOM AVAILABILITY IS LIMITED – REGISTER EARLY!

The National Concierge Association (NCA) will endeavor to honor as many hotel-included registrations as possible. As we near the deadline date of July 15, registered and paid registrations will be refunded the rooms portion only of the paid registration fee if hotel accommodations cannot be honored by the NCA due to unavailability of rooms in The Guest House at Graceland or an alternative hotel. Please allow until August 1, 2018 to receive refund check from the NCA.

NCA CONFERENCE POLICIES

- **Please complete all information requested on this form.** No one (NCA member or non-NCA attendee) will be considered officially registered for the conference without payment received in full, at the time this registration is submitted.
- **You may register online or via mail.** Please see address and contact information on page one of this form.
- **EARLY BIRD REGISTRATIONS:** Registrations received by June 1st will receive discount pricing. All reservations received after June 1st will pay an additional \$50/person.
- **GUESTS.** 2018 “Guests” are defined as non-NCA (member) individual(s) who accompany a full-paying 2018 NCA conference attendee to all “Guests Invited” events and activities which are listed as such on the agenda. All guests must be a minimum of 21 years old and must be officially registered and paid for in advance no less than six (6) weeks prior to the start date of the conference. No guest fees or registrations will be accepted at the door of a conference event or activity. The full-paying registrant is ALWAYS responsible for the behavior of his or her guest(s). Any guest asked to leave a conference event for disorderly conduct, will include dismissal of the full-paying attendee as well and neither will be re-admitted to any future conference event. In this instance, there will be no refund of payment for either the guest or the full paying attendee.
- **ROOMMATES.** Roommates must name his or her roommate and registration for each must occur at the same time. Double rooms will not be held and the National Concierge Association (NCA) is not responsible for finding roommates for individual attendees. Availability of double rooms is based on overall hotel bookings at the time of the conference and quantity may be limited. Deadline for registration is June 1, 2018.
- **DOUBLE ROOM OPTION:** *Availability of double rooms (two beds in room) is based on overall hotel bookings at the time of the conference and quantity may be limited. The room is intended for an occupancy of two. Roommates must name their roommate on page three and the registration for each must occur at the same time. If both forms are not received, the reservation will automatically be considered a single-occupancy reservation and adjusted accordingly. Double rooms will not be held and the National Concierge Association (NCA) is not responsible for finding roommates for individual attendees.*
- **REFUNDS.** If requested in writing before June 1, 2018, a one-half refund will be issued. Please allow 4-6 weeks from the date of the refund request to receive the amount due in the form a check made payable to the registrant. Requests for refunds received after June 1, 2018, will not be honored.
- **TRANSFER OF REGISTRATIONS.** The National Concierge Association (NCA) is not obligated at any time to transfer unused paid registrations toward the payment of future conferences. Paid registrations may be transferred to another attendee at any time prior to July 15, 2018. Written requests to transfer, as well as a completed new written registration (on behalf of transferee) must be submitted to the Chief Executive Officer to be considered officially transferred and registered.
- **HOTEL ROOM BLOCK RESERVATIONS.** Room registrations are on a first-come, first-served basis per the NCA reserved block of rooms for this conference. The NCA encourages attendees to register as early as is possible to ensure accommodations at The Guest House at Graceland.
- **IN THE EVENT OF A SOLD-OUT STATUS PRIOR TO JULY 15 DEADLINE.** The NCA will make every attempt to secure comparable accommodations at another hotel located as close to the host hotel as is possible. However, the NCA does not guarantee accommodations after the secured room block is sold out. If able to secure other accommodations, the attendee/registrant must pay any additional charges upon booking of rooms.
- **ONLY MEMPHIS AREA RESIDENTS MAY REGISTER FOR “EVENTS ONLY” ATTENDANCE.** Provided the registrant lives and works within 50 miles of Memphis, Tennessee the attendee may register for “events only.” No room accommodations will be provided to “events only” attendees.
- **IF THE NCA/THE GUEST HOUSE AT GRACELAND CONTRACTUAL OBLIGATION HAS BEEN FULFILLED:** In this instance the NCA may extend the “events only” option to non-Memphis attendees.
- **RETURNED CHECKS/NSF.** Any check returned to the NCA from your bank marked “NSF” or “Account Closed” will be assessed a \$50 penalty and must be paid immediately upon request via a certified check or money order. Any registration remaining unpaid for this reason after the start of the conference date will be subject to all legal remedies to redeem monies owed to the National Concierge Association, including legal fees.
- **DRESS CODE:** Average temperatures in Memphis: highs in the 90’s, lows in the 70’s. Team Meetings and business meetings attire is business casual. The Gala on Saturday evening is formal attire. Please note that due to the use of air conditioning, rooms can be cool, so it is suggested for your comfort that you dress in layers.

2018 NATIONAL CONCIERGE ASSOCIATION CONFERENCE REGISTRATION

Please type or print answers clearly. The information listed on this form will appear on the official conference roster of attendees provided to all conference attendees.

NAME _____ TITLE _____

COMPANY _____

ADDRESS _____ STATE _____ PROVINCE _____ ZIP _____

ALTERNATE ADDRESS _____

PHONE _____ CELL _____

EMAIL _____

NAME OF ___GUEST ___ROOMMATE _____

FOOD ALLERGIES/INTOLERANCES: Please note: while we will do everything we can to ensure your request is honored by NCA engaged catering companies and The Guest House at Graceland, the National Concierge Association is not responsible for the consumption of, nor the consequences of any food or beverage consumed during the entire length of this conference. Please list here all that apply to you. If for a guest, please print the name of the guest here _____.

___Vegetarian ___Vegan ___Dairy Free ___Gluten-free ___Other, please explain below:

FIELD OF CONCIERGE SERVICE:

___ Corporate ___ Hotel ___ Residential ___ Civic ___ Academic ___ Medical

___ Private Club ___ Privately owned Concierge Services ___ Conference Services ___ Religious Institution

___ Other, please explain _____

___ I am an NCA member since _____(year). Member of _____ Chapter

___ I am on the Chapter Board and My NCA Board Position is _____

___ I am NCA Certified ___ I am an NCA Endorsed Partner

___ I would like more information on becoming a NCA ___ Certified Concierge ___ Endorsed Partner

___ I am not an NCA member ___ I would like more information about becoming an NCA member.

I have read this document in its entirety and understand the financial consequences if I fill it out incorrectly, or miss any deadlines.

Signature _____ Date: _____

Please read all sections and check below all provisions for which you are paying.
Total the amount due at the bottom of the page.

NCA MEMBERS REGISTERING BY JUNE 1, 2018

<u>Quantity</u>		<u>Total</u>
_____ Single Room Registration (One Bed)	\$925.00	_____
<i>Includes 3 night's accommodations at The Guest House at Graceland (Aug. 23-25, 2018) and all NCA hosted events, activities, and meals (excluding Friday night). Also includes ticket to the National Civil Rights Museum.</i>		
_____ Double Room Registration (Two Beds) *	\$875.00	_____
<i>*Deadline for a double room registration is June 1, 2018. Please refer to qualifications on page two.</i>		
_____ #Extra room night(s)	\$175.00 per night	_____
Extra date(s): ___ Aug. 20 ___ Aug 21 ___ Aug 22 ___ Aug 26 ___ Aug 27 ___ Aug 28		
_____ Guest fee w/NCA member	\$260.00	_____
<i>Includes Keynote Speaker Luncheon and Gala Awards dinner and all "Guest Invited" events listed on the agenda.</i>		
_____ Chapter Leaders Team Meeting	\$60.00	_____
FOR CHAPTER LEADERS, EXECUTIVE BOARD MEMBERS, NCA NATIONAL PARTNERS ONLY <i>(Sorry no guests are permitted to attend this event) Includes day workshop, breakfast and lunch.</i>		

NON-NCA ATTENDEES REGISTERING BY JUNE 1, 2018

_____ Single Room Registration (One Bed)	\$1,250.00	_____
<i>Includes 3 night's accommodations at The Guest House at Graceland (Aug. 23-25, 2018) and all NCA hosted events, activities and meals (excluding Friday night). Also includes ticket to the National Civil Rights Museum.</i>		
_____ #Extra room night(s)	\$175.00 per night	_____
Extra date(s): ___ Aug. 20 ___ Aug 21 ___ Aug 22 ___ Aug 26 ___ Aug 27 ___ Aug 28		
_____ Guest fee w/non-NCA member	\$350.00	_____
<i>Includes Keynote Speaker Luncheon and Gala Awards dinner and all "Guest Invited" events listed on the agenda.</i>		

MEMPHIS AREA ATTENDEES ONLY

Registrants must live and/or work within 50 miles of Memphis

_____ Events only (for Memphis area residents only)	\$565.00	_____
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STUDENT RATE

Students of University of Memphis Kemmons Wilson School of Hospitality & Resort Management

_____ One-day Student Rate	Day: _____	\$100.00	_____
_____ Two-day Student Rate	Days: _____	\$150.00	_____
_____ Gala		\$150.00	_____

EVERYONE

_____ Gratuuity (required) For transportation services & wait staff for Friday event	\$10/per person	_____
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TOTAL DUE FOR 2018 NCA CONFERENCE \$ _____

Office use only: Total Due: _____ / Pymt: ___CK ___CC / Ref# _____ / ENT _____ / Notes: