

Q&A from Delegate Liaison Office Hour – Tuesday, June 28, 2022

For the intended use of Delegate Liaisons / Council Liaisons only

Reach out to Kate Allebach or Janet Garretson if you have further questions. We are here to help!

- 1. Delegate liaisons are not specifically listed as a registration type. Are we part of Council Staff?**
 - a. Council/Delegate liaisons will choose the "Council Staff" registration type in the Delegation Registration portal.
- 2. We have Council Staff members who will be chaperoning a group of girls who will only be attending Phenom by Girl Scouts, not NCS (National Council Session). Are they considered part of our delegation for registration purposes?**
 - a. Yes, these Council Staff Members will be registered under Delegation Registration if the council is sponsoring their registration.
 - i. Both options, NCS & Phenom by Girl Scouts (5-day package) or Phenom by Girl Scouts (3-day package) are available during registration.
 - b. On the girl registrations, you will be asked to notate who their responsible adult is.
- 3. To clarify: the Delegation Registration is also used for girl members who are serving as National Delegates or Alternates (if the council chooses to pay for Alternates)?**
 - a. Yes. Delegate and alternate registration types are for both adults and girl members.
- 4. If we know we want to bring the top 10 cookie sellers, but we don't know who they are yet, can we purchase 10 tickets with blank names?**
 - a. We are researching this. More information to follow.
- 5. What happens if a member or alternate is elevated to a delegate status?**
 - a. We are working on developing this process and will provide further information when it is available.
- 6. Will the room request forms let us select our hotel preference (first choice, etc.) as it has in the past?**
 - a. Yes. The Room Block/Meeting Space Request form we will send out will ask councils to select their preferred hotel. Note, this form will cover rooms for delegation registration only. We ask that you remain with that hotel when booking during registration to ensure availability for everyone.
- 7. How do we refer a speaker to the convention team?**
 - a. Please send all recommendations for speakers to convention@girlscouts.org. We will research the speaker being recommended and if interested, we will move forward with our speaker vetting process.
- 8. If we come as a group on a Motorcoach, will there still be a daily parking fee?**
 - a. Yes. We have asked Disney if parking for motorcoach and RVs is a different rate. We will provide that information as it becomes available.
- 9. Will delegates and alternates have the option to register for any "magical happenings" that are announced, or will councils be informed of which events might be included in the cost of their ticket in advance, so they do not miss those opportunities while we wait for council registration?**
 - a. Yes. We will have opportunities available for delegates and alternates. These opportunities will need to be selected during the hotel room checkout process, as they are optional and have limited capacity. Kindly note that some of the special offerings may be girl specific.

- 10. Is there a price for delegates who only attend NCS and NOT Phenom by Girl Scouts? Our Executive staff and Board will not be staying for the convention.**
- We do not have any pricing available for NCS only. Our 5-day pass includes NCS and Phenom by Girl Scouts. Our 3-day pass includes Phenom by Girl Scouts only.
 - If staff and board are not wishing to stay through Phenom by Girl Scouts, we encourage them to schedule their flights later in the day on July 20th or early July 21st. We are hosting a VIP event for Delegates, Alternates, Council Leadership and Special Guests the afternoon of July 20th.
- 11. Does the delegate price of \$525 include NCS and Phenom by Girl Scouts?**
- Yes. The delegate price includes everything that a 5-day NCS and Phenom by Girl Scouts pass includes plus a select number of meals.
- 12. Can you provide us with the information that will be needed for registration in advance? We could send it out to our attendees and have it before we login to register them.**
- Yes. We will work on putting this information together and will share it before registration opens so that councils know what information they will need to collect.
- 13. How are Councils going to include convention as a reward for cookie sales if we can't register as a holding spot?**
- Please see question #4 above.
- 14. When we put the individual emails in will we get copies of the info they are sent?**
- Council/Delegate Liaisons will need to mark themselves as an administrator when completing all registrations. This will allow them to access information on all the registrations they have processed. We will demonstrate how to mark yourself as an administrator during our registration demonstration.
- 15. If our girl attendees are not serving as National Delegates or alternates but they are being chaperoned by staff, can we include them in our Delegation Registration? If not, how will that work for the hotel block?**
- All attendees having their registration and hotel paid for by a council will be registered through the Delegation Registration portal.
 - If a girl member is responsible for paying for their registration, then their registration will need to be completed through the public portal and the staff member will need to be indicated as their responsible adult on their registration form.
- 16. How can we schedule a reception room for our delegation team to meet while at convention?**
- This will be included on the Room Block/Meeting Space Request Form being sent out to all Council/Delegate liaisons.
- 17. When does Delegation Registration open? Is the hotel registration a separate process?**
- The Delegation Registration portal will open in late November 2022.
 - Reminder: Delegation registration includes the following individuals: National Council delegates, board chairs, CEOs, other staff members, any alternates, and any non-delegate adults and girls that a council pays for/sponsors.
 - Hotel registration opens as soon as registration opens in July. Attendees will need a confirmation code from the event to access our hotel room block. You will be prompted to book the hotel room upon completion of registration.
 - Please note that Coronado Springs Resort and Contemporary Resort are our only official convention hotels. There will be exclusive offerings available to attendees who book through our room block.

- c. Next week, we will be sending out a hotel reservation form for your council's delegation. This form will be where you, as delegate liaisons, indicate your council's hotel room needs for delegation registration. Using the forms submitted, we will have a select inventory of rooms set aside for Delegation Registration to ensure rooms do not sell out before delegates are elected.

18. Will there be other hotel choices in the room block request?

- a. No - Coronado Springs Resort and Contemporary Resort are our only official convention hotels.
- b. Please see our Delegation Registration PowerPoint for specific room information.

19. Do we have Cvent login info already?

- a. Council/Delegate Liaisons do not need login information to Cvent. Delegation Registration will be accessed through the Convention Registration site and will not require login.
 - i. You will be sent a link to access the Delegation Registration portal directly. You can also access this portal through the "Registration Types" page on the Convention Registration website.
- b. The confirmation code you receive with your completed registration can be used to revisit registration details and modify registration.
- c. Please keep in mind that Council/Delegate Liaisons will be asked to mark themselves as an administrator on all registrations they process to be able to access that registration information.

20. We have a couple of parents of our delegates who would like to attend, but they won't need a hotel room. Will they still be charged the one-night deposit?

- a. No. The deposit for the hotel rooms will only be charged to those who decide to book a room during the registration process.

21. Will we also register Staff (Liaisons), Alternates, and anyone the Council is paying for through the Delegation Registration portal?

- a. If a registration is paid for by the council, please use the Delegation Registration portal.

22. Is there a preferred airline for Councils to use?

- a. Not currently. If one is identified, we will send out an alert ASAP.

23. Can registrations be canceled or refunded if someone registers and cannot attend for some reason?

- a. Our cancellation and refund policies are currently under review. They will be posted to the Convention Registration site when it launches on July 20th.

24. Will the "Girl Member" registration type include Girl Scout members who will graduate in May or June 2023?

- a. All Girl/Youth registrations include those who are Grades 12 and under as of the 2022-2023 school year.
- b. Graduating Seniors are girl members through September 30th, 2023.

25. Is there a way for us to block rooms for council members attending but council will not be paying?

- a. No. Individuals must reserve the room and pay one night's deposit in advance to hold the room.