

LOC Conference Registration FAQs

Q: Where and when is the conference this year?

A: The conference will be held at the Riverhouse on the Deschutes in Bend, September 26-28.

Q: When does registration open?

A: Registration opens on Monday, July 1 at 8 a.m. The early registration rate will be available until August 8. Online registration will remain open until Thursday, September 5.

Q: How do I register?

A: Registration is done online. Additional, registration specific FAQs are below.

Q: What about hotel rooms?

A: Hotel rooms at both the host property (Riverhouse) and satellite properties (Shilo and Red Lion) are only accessible to conference attendees. Attendees must first register for the conference to gain access to hotel rooms. Hotel rooms open on July 1 at 8 a.m. with conference registration. Further instruction will be provided in the confirmation email sent after your registration is processed.

Q: Where can I find the hotel information?

A: After registering for the conference, you will receive a confirmation email that will provide a unique hotel code and further instructions for reserving hotel rooms. The code must be provided to the hotel at the time of booking and may only be used for those registered for the conference.

Please note, if you are registering on behalf of someone else, this confirmation email will go to that individual. You will need to connect with them to retrieve the hotel access code if you need it.

Q: How do I make hotel reservations?

A: Once you've received your confirmation email with the hotel code, you may call any of the three hotels and reserve rooms (one per registered attendee). For rooms at the Riverhouse, they have dedicated their toll-free number (888-696-1338) and onsite reservations staff entirely to LOC attendees on July 1 and 2. When you call the toll-free number, you will need to press 1 for reservations, then 1 again for group reservations. The number has an extended hold system that prioritizes calls based on the time that they are received. Please do not exit the hold and leave a voicemail as your place in line will be lost. The voicemail system is not part of the 'first come, first serve' process that they have set up for us.

When the reservations team answers your call, you will need to tell them that you are with the League of Oregon Cities and provide your registration code to verify registration before proceeding. You may reserve more than one hotel room; however, all hotel rooms must have a unique reservation name that matches those on the registration list. We will be working with the hotel to verify this each day and reservations for persons not yet registered for the conference or multiple reservations held under the same name will be dropped. You will be asked to provide a credit card to confirm your hotel reservation.

Q: I'm really worried about hotel rooms...we definitely want to be onsite. Can you help ease my mind?

A: You're not alone, but we are here to help! Often the biggest concern with registering early is ensuring a desirable hotel location. Good news – we have three hotel room blocks, all within walking distance. The Riverhouse is our host property, with the Convention Center (conference location) just across Mt. Washington Drive. The Shilo shares a parking lot with the Riverhouse and the Red Lion is just across Hwy 97 from the Convention Center. We have, in total, 360 available rooms (200 at the Riverhouse, and 80

each at Shilo and Red Lion). We generally see between 350 and 450 city officials in attendance at LOC conferences. The number of rooms available and number of rooms generally required are consistent with each other. Providing rooms are only held for those persons actually attending the event, there should be plenty to go around without worry. Of note, LOC staff will again be staying off-site and our trade show and sponsor partners have a block of rooms held for them at another nearby property, so all rooms mentioned above are solely for the use of city member attendees.

Q: I'm not yet sure what all I want to attend. Should I wait to register?

A: That's up to you. As the conference is still a couple of months away, we are still finalizing details on this end, particularly details surrounding tours and workshops, and we understand that these details may impact your registration decisions.

You are welcome to register for the conference now and add on additional items such as workshops and tours later (so long as it's done before September 5). Adding to a registration is easy, and you can even make the adjustments yourself online. Cancellations, on the other hand, are more difficult and can be costly, and cannot be done through the website.

Our advice is if you're certain that you will attend the conference, but unsure about the extras currently, feel free to register and make updates later.

Q: Can you tell me more about cancellations?

A: If you are unable to attend, we encourage you to send a substitute. If you cannot send a substitute, the LOC will refund 100% of your registration fee, less a \$75 cancellation fee if written notice is received between July 2 - August 8, 2019; the cancellation fee will increase to \$150 if written cancellation is received between August 9 - September 5, 2019. If your registration was paid, you will receive a refund, less the cancellation fee. If your registration is unpaid, you will be billed for the appropriate cancellation fee. Refunds cannot be issued after September 5, 2019. If your registration was not paid and you cancel after September 5, 2019, you will be billed for the full amount of the registration. Cancellations are not accepted by phone. Please send cancellations and substitution notices to loc@orcities.org.

Q: I am unable to attend the full conference, but am interested in attending one of the Thursday workshops. Can I just attend one of these without registering for the conference?

A: Yes. You will see fee options that include registering for various workshops or seminars only. If you are not attending the full conference, but wish to attend one of these events, please select from those options. Events not listed with the option of 'only' are not available for such.

Q: I only want to attend a Thursday workshop and one of the afternoon sessions. Can I do that without registering for the whole conference?

A: No. You may register for ONLY a workshop, but in order to attend any additional conference events, you must register as a full attendee.

Q: Can I go on a tour only?

A: These educational tours fill up very quickly, so they are for conference attendees only.

Q: Do you have a partial or single day registration fees?

A: This is not an available option. You will need to register for the full conference if you would like to attend any part in addition to a workshop only event.

Q: I am a speaker at the conference. Do I still need to register?

A: Speakers are invited to attend conference sessions held on the same day of their presentation. Speakers are also invited to attend anything on the day that they present that does not require an additional fee.

Examples:

- Someone speaking in one of the Thursday afternoon sessions may attend the opening ceremonies and is invited to attend the Welcome Reception, but they may not attend the Friday and Saturday events without registering as a conference attendee.
- Someone speaking on Friday afternoon is welcome to join for the lunch and other Friday events, but may not attend the Friday Awards dinner without purchasing a ticket.

Q: I don't see the attorneys workshop – is there one this year and how do I register?

A: Yes, the workshop will be held on Friday, September 27, however it will not be held at the same location as the LOC Conference. Instead, the 2019 OCAA Fall CLE will be held at Sunriver. Registration will be separate and will be sent via email to OCAA members in August.

Q: Will there be an OCPDA Planning Commissioners Training this year? How do I register for it?

A: Yes, the 2019 OCPDA Planning Commissioners Training will be held on Wednesday, September 25 in the Deschutes rooms (hotel/restaurant area) at the Riverhouse. Registration will be separate and will be distributed in August.

On-line Registration Process – FAQs

Q: How do I know what my username is?

A: Each year the LOC reaches out to every city to get updated contact information for members. The email address provided to us by your city is the one that we have used to create your username. If you are unsure which email address the LOC has as your primary address, you can use the [City Directory](#) tool to check or contact us by phone (503-588-6550) or email (loc@orcities.org) and we will be happy to assist you.

Troubleshooting Tips:

Once user names are created, they cannot be used by another person, even if the first user leaves their position with the city – each person has to have a unique user name. For that reason, persons with emails generic in nature (i.e., mayor@cityxyz.gov; cityrecorder@cityname.gov; etc.) or persons sharing an email address with others (i.e., citycouncil@cityname.gov for all councilors) have not had an automatic account created for them. Those with generic or shared email addresses should call (503-588-6550) or email (loc@orcities.org) to update their email address and have a user account created.

If you are having trouble logging in or receive a message that the user account already exists, it may be that you're newer to your role than our latest round of user name assignments has captured. *You will not be able to create your own user account.* If you've been in your position for less than a year and have not registered online for any events yet, it's likely that you won't have an active account assigned. Please contact the LOC office using the information above and we will get that fixed!

Q: What about my password?

A: Temporary passwords (LOC2019) will be set for all newly created accounts. Existing accounts may click the 'forgot password' link to update their passwords.

Q: Where do I go to login? I don't see a button...

A: Please use the link through the [annual conference web page](#) or click on 'Register' text next to the event listing.

Q: My password does not work.

A: You can reset your password by clicking on the 'forgot password' like near the login area. If you are

locked out of your account – just call (503-588-6550) or email (loc@orcities.org) and we can unlock your account and reset the password for you.

Any questions, please contact us at 503-588-6550 or email loc@orcities.org for assistance.