

**How much is registration?**

- \$645 on or before October 14, 2022
- \$745 after October 14, 2022 through February 28, 2023
- \$795 after February 28, 2023 until event.

Note: Full payment must be made prior to the start of the event.

**What is included in the registration fee?**

The registration fee for Plain Talk About Literacy and Learning® includes registration materials, continental breakfast, lunch, afternoon refreshments, and access to all sessions and exhibitors.

**Do you offer a group registration discount?**

We are pleased to offer a group discount of \$30 per person when 5 or more people are registered at the same time. Once the 5th person is registered, the system will automatically apply the discount.

**If I registered and can no longer attend, may I receive a refund?**

Registration cancellations must be received in writing on or before February 8, 2023. If payment was made, The Center will process your refund, less a \$100 processing fee, for each registration within four (4) weeks following the Institute. If payment is outstanding when cancellation occurs, you will be invoiced \$100 for each registration that was cancelled. If you cancel after February 8, 2023, no refund will be issued. If your payment is still outstanding, you will still be responsible for full payment of your registration fee(s).

**May I make a substitution if I cannot attend?**

If you are no longer able to attend the Institute, substitutions may be made by modifying your registration. Refer to your confirmation email on how to modify your existing registration with a substitute. Once the substitution is complete, the new registrant will receive a confirmation email.

**Where is Plain Talk About Literacy and Learning® held?**

All sessions are held at the Hilton New Orleans Riverside, 2 Poydras St., New Orleans, LA 70130.

How can I request a copy of The Center for Literacy & Learning's W-9 form?

You can click the link [here](#) to download a PDF of The Center for Literacy & Learning's W-9.

**Will you accept a purchase order?**

Yes, we accept purchase orders, credit cards or checks. We will only accept purchase orders until January 13, 2023. After registration is complete, purchase orders should be emailed to [cindy@myccl.org](mailto:cindy@myccl.org) within 5 days of registration. Full payment must be made prior to the start of the event.

**How do I make reservations at the Hilton New Orleans Riverside?**

- Click [HERE](#) to reserve. If you or your group qualify for the Government rate, select "I have an access code" from the drop-down menu and enter PTAGOV0323681.
- Rooms are \$223 per night plus tax and fees. A government rate of \$158 per night plus tax and fees are available to those that qualify. Taxes and fees are currently 16.2% and a \$3.00 occupancy fee per night for single/double occupancy.
- The room block is open until Friday, February 10, 2023.
- Check-in time is 4:00 PM and check-out time is 11:00 AM.
- Complimentary in-room basic internet for attendees that reserve a room in the block. Complimentary health club use for all attendees registered in the hotel (excludes classes and court fees).
- Overnight parking in the Hilton's self-parking garage is discounted to \$20 per night (plus tax) for guests staying in the Hilton. Valet parking is available for approximately \$50 per night plus tax.
- A daily parking rate of \$10 per day in the Hilton's self-parking garage is available for those who drive in each day. This rate is valid if you arrive after 6:00 AM and leave before 6:00 PM.

**What if I need ADA accommodations or have a food allergy?**

If you require ADA accommodations or have a medical condition that requires a special diet, please contact us at [plaintalk@myccl.org](mailto:plaintalk@myccl.org) no less than 3 weeks prior to the event date so that the requested arrangement can be made. We will do our best to accommodate your needs.

**Will I receive a certificate of attendance?**

Participants will be able to download a certificate of attendance after the final event feedback survey has been completed.

**I have more questions. Who can I contact?**

Email [plaintalk@myccl.org](mailto:plaintalk@myccl.org) for assistance.