

FREQUENTLY ASKED QUESTIONS

How much is registration?

- \$695 on or before September 29, 2023
- \$795 after September 29, 2023 until on or before January 5, 2024
- \$845 after January 5, 2024, until 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, and afternoon refreshments on Wednesday and Thursday, and a Jazz brunch on Friday, 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 **January 5, 2024**. 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 **January 5, 2024**, 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, 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. Purchase orders will only be accepted until December 15, 2023. Purchase orders should be emailed to cindy@myccl.org with the subject line, **PT24 Purchase Order**.

Please note: Payment of all registration fees must be paid within 15 days of your registration date. **If payment is not received within 15 days, your registration will be cancelled, and you will be required to re-register at the current rate.**

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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 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. Whom can I contact?

Email plaintalk@myccl.org for assistance.