

## PLAIN TALK ABOUT LITERACY AND LEARNING® FREQUENTLY ASKED QUESTIONS

### How much is registration?

\$699 on or before October 8, 2024

\$799 between October 9, 2024, until on or before January 22, 2025 (if seats are still available)

\$899 after January 22, 2025, until the event (if seats are still available)

### What is included in the registration fee?

The registration fee for Plain Talk About Literacy and Learning® includes registration materials, morning coffee/tea, lunch, and afternoon refreshments on Wednesday and Thursday, and a Jazz brunch on Friday, and access to all sessions and exhibitors. We will not be serving breakfast.

### 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 5<sup>th</sup> 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 12, 2025**. 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 12, 2025**, 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 transferring your registration. Refer to your confirmation email on how to transfer your existing registration to someone else. Once the transfer 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 13, 2024**. Purchase orders should be emailed to [purchaseorder@mycli.org](mailto:purchaseorder@mycli.org) with the subject line to include **your PO# and your school/district**.



**Please note:** Payment of all registration fees in any form must be paid within 30 days of your registration date. **If payment is not received within 30 days, your registration will be cancelled, and you will be required to re-register at the current rate.**

**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@mycll.org](mailto:plaintalk@mycll.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@mycll.org](mailto:plaintalk@mycll.org) for assistance.