

FAQ

1. Q : Are refunds of the registration fee available?

A: Yes, but there are conditions. Refer to the chart below for your specific condition:

| Refund Request Date | Refund Policy |
|--|---|
| Before April 1 st , 2010 | FULL REFUND |
| Between April 1 st , 2010 and September 10 th , 2010 | \$30 penalty per person no longer attending |
| After September 10 th , 2010 | NO REFUND (we will already have paid the hotel) |

2. Q: Can another Foster Grandparent replace a registrant who has to cancel?

A: Yes. Just add them to your roster ASAP so there are no mishaps with refunds and to avoid sending in a separate payment. Please inform us of the new registrant and the registrant that they are replacing ASAP.

3. Q: What about charges for hotel room cancellations?

A: Cancellation of charges is available but conditions apply. Essentially, you can avoid being charged for a room up until the 21st of October. The following is the Cancellation Policy from Westin Chicago Northwest:

CANCELLATION POLICY:

If you cancel before 21-Oct-2010 at 6:00 PM hotel time (Central), there will be no forfeiture amount. If you cancel after 6:00 PM hotel time (Central) on 21-Oct-2010, the forfeiture amount will be a 1 night stay.

4. Q: How can we make staying at the hotel more affordable?

A: Many of the hotel rooms are 2 beds to a room. Therefore, it would make sense for everyone to partner up with a roommate. The cost per person with a roommate goes down from \$79 to \$39.50. It will be first come first serve for those requesting 2 beds to a room. When all 2 bed hotel rooms are all reserved the price would remain the same for 2 persons to share a room. These rooms will have a King size bed.

5. Q : Can we use Grant Dollars to cover expenses for this conference?

A: Yes. The Corporation for National and Community Service (CNCS) sent all state directors a directive saying that if federal and non federal matching dollars are available they can be used to support this conference. You will receive two registration receipts--

one receipt will be for the total cost and the other will tell you what portion is for meals, training, and recognition. You may choose to use whichever one fits your budget best.

6. Q: We do not have grant funds left to spend. Do you have any ideas how we can obtain support from other sources?

A: Yes . Please see the link to “Fundraising Ideas.” Many Foster Grandparents who have attended the National FGP Conference in the past have found the experience so rewarding that they have paid for their own registration and transportation costs. That is allowable, but it is wonderful if programs can find funds to support their efforts also.

Q: We have a couple Foster Grandparents who want to attend but we have no staff to send with them. Is that allowable?

A: Yes, providing you realize that no one will be taking care of them. If the grandparents who want to attend the event are capable of traveling on their own and are used to doing so, please encourage them to attend. If they are not familiar with traveling to a larger city, you may want to see if they can make arrangements to travel with another FGP program. We do ask that you send us their emergency information.

7. Q: Is there any way to share transportation costs?

A: Yes. We will be asking programs if they are traveling via bus or van. If these programs have room for additional passengers, we will notify anyone interested in sharing the costs of traveling associated with this event. Please be prepared to coordinate travel arrangements well in advance. We would recommend communicating with other FGP programs in your geographic area and would be glad to assist in that communication process.

8. Q: Can we pay for the conference registration fee with a credit card? *UPDATE*****

A: Yes. Although we prefer that you pay via check, those that need to pay by credit card may do so by calling Connie Stewart or Jarrod McCartney at (785) 296-5474. We will need to fill out a form for you so please have all of your information available at the time of the call. Again, you can also pay via check or pay by money order or even submit a Purchase Order Number and pay by check later. You can, of course, also pay for the hotel room reservations with a credit card.