

## CONVENTION REGISTRATION Q & A'S

### **1. When can I register and make room reservations for the convention?**

Everyone can register on line starting Monday January 7, 2019. Room preference is given to GK's and the main delegate as long as they register before January 21<sup>st</sup>.

### **2. When will I know if my specific room request is granted?**

While you will get an initial confirmation of what you specifically requested right after you register, this does not mean your specific room has been granted. GK's and Delegates will know within 14 days if their room request was available via email. Others will be notified by January 31 or within 14 days of registering, whichever is later. If only higher priced rooms are available at the Princess Royale, you will be given the option of taking a higher priced room or a room at the overflow hotel.

### **3. Why does the system ask for my credit card number twice?**

Your registration fee, banquet tickets and shirt orders will be charged to your credit card through PayPal right after you enter your registration and will show up on your credit card bill as "Maryland State Convention Fund". Your hotel deposit will not be charged to your credit card until March and will go through the Princess Royale Hotel for the billing.

### **4. Do I have to open a PayPal account?**

No, when the PayPal screen comes up asking for your PayPal account number, just scroll down and enter your credit card number into the system.

### **5. How do I make changes to my registration e.g. add a banquet ticket or change the date of arrival for my room?**

To make changes go to the convention website and click on "Update your Reservation" and you will be taken to the screens to make additions and changes to your registration and reservations. **DO NOT CLICK ON "Register for the Convention"** or PayPal will recharge you for all your registration costs.

### **6. What if I have to cancel my room and registration?**

All cancellations must go through the convention website by April 27<sup>th</sup>. Click on "Cancel All or Part of your Reservation" and complete the appropriate screens. Hotel refunds will be made to your credit card by the hotel. Registration fees, banquet tickets and shirt refunds will be made by check, not PayPal.

### **7. I made my room reservation for Thursday — Sunday but did not arrive at the hotel until Friday. Will my room still be available?**

The hotel will release the room for the future nights if you do not show up for the first night unless you call the hotel to let them know. You will also lose your first night's deposit.

### **8. How can I get help in dealing with the registration process?**

If you have any problems with the registration process or do not have a computer to use, contact Mike Sallese at 443-852-1442 or Rick Askins at 301-725-3680 and they will be able to assist you in getting registered.

121<sup>st</sup> ANNUAL MARYLAND STATE CONVENTION  
KNIGHTS OF COLUMBUS

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