



Vista AP Seminar FAQs

When does the seminar begin and end?

The seminar begins with an opening reception and dinner on Monday, June 29, at 6:00 PM. We kick off Tuesday with breakfast at 7:30 AM the next day and will conclude by 3:00 p.m. on Wednesday, July 1.

Do I have to make my own flight or train reservations?

No. Our travel agency will take care of your travel arrangements. This year we are working with The Travel Team. You can reach them directly at (716) 245-5768 or VHL@thetravelteam.com. Please contact them during business hours, **Monday-Friday from 8:30 to 5:30 pm EST. Note that you must book your air travel by May 15, or you will forfeit your spot. or you will forfeit your spot.**

Do I have to make my own hotel reservation?

No—Vista will take care of the hotel reservation for you based on your registration. If you need to make changes to your stay after completing the reservation survey, please contact our events assistant, Liza Acosta at lacosta@vistahigherlearning.com for assistance.

Can I extend my hotel reservation at my own cost?

Yes, based on availability. Please complete the registration form to indicate which dates you would like to check-in and check-out. Once you've registered, you'll receive an email from Liza Acosta (lacosta@vistahigherlearning.com) or Glenda Rosado (grosado@vistahigherlearning.com) to authorize the extension if one has been requested. Note that the extension must be authorized before you book your flights, as space for the hotel is not guaranteed. The group rate is \$189 per night plus a \$25 daily resort fee.

Will I receive my hotel confirmation number?

Yes, you will receive your hotel confirmation number two weeks before the event directly from the hotel or Glenda.

What if I must cancel?

Please contact Liza Acosta lacosta@vistahigherlearning.com to make any/all changes to your registration no later than Friday, June 13th. We understand plans change, but please do your best to let us know if you need to cancel for any reason as soon as possible. Spaces are limited, so cancellation by this date will enable us to invite another colleague in your place and not incur any fees.

Can I get a refund?

Yes. If you have to change plans and cancel your registration before June 1st, we will issue a full refund. After that, we will refund 50% of the full cost up to the day before the event. Please note that you must submit your cancellation request in writing to receive a refund.

What should I bring to check into the hotel?

Upon checking into the hotel, you will need to provide your full name, an ID card, and a credit card for any hotel incidentals (i.e., room service, hotel damage, mini-bar usage, etc.).

Why do I have to provide my credit card when I check into the hotel?

Your credit card will be kept on file with the hotel and will ONLY be charged should you incur any incidental charges (i.e., room service, hotel damages, mini-bar usage, etc.). A hold will be placed on your credit card as a guarantee, but the final charges will be under Vista's master account.

Will I need to pay for my hotel, meals, and parking costs associated with the seminar?

Vista covers all the costs of this seminar, except for:

- Extra hotel nights outside of the seminar days listed. (Vista will cover the cost of your hotel for Monday and Tuesday night. If travel plans require you to stay an additional night, Vista will address payment of those costs on a case-by-case basis.
- Hotel incidentals (i.e., room service, hotel damage, mini-bar usage, etc.).

Will I need to pay for housekeeping gratuity?

Vista covers this cost for you.

Do you provide transportation to and from the hotel?

Unfortunately, we do not provide transportation. We ask that all attendees drive to the hotel if you are within driving distance. Otherwise, you can take a taxi/Uber to/from the airport at your own expense.

What should I bring to the seminar?

You should bring a notebook, laptop, and/or tablet. And, of course, don't forget to bring your enthusiasm and your smile!

Can I bring my spouse, child, sibling, friend, and/or colleague to this seminar?

All Vista activities and meals are reserved ONLY for invited and registered attendees. We are unable to accommodate self-paid guests for any part of the seminar and/or meals. You are welcome to bring a guest to stay in the hotel with you. Please fill out the registration form accordingly.

What should I do if I can no longer make it to the seminar and need to cancel?

Please email lacosta@vistahigherlearning.com and grosado@vistahigherlearning.com ASAP if you can no longer attend.

Will I be able to access all the presentation files and notes after the seminar has ended?

Yes, we will email all the necessary files to you. Stay tuned!

Do you have any questions or concerns?

Please contact lacosta@vistahigherlearning.com