



## FAQs for 2023 GMA Annual Convention

### Americans With Disability (ADA):

Q. I'm limited by mobility and need to use a walker or a cane. What is the best way for me to get to the Convention Center from the other side of the river?

A. Please indicate on your registration that you need ADA assistance and someone on staff will reach out to you to assist in accommodating your needs.

### Badges:

Q. Will badges be mailed ahead of time for the Convention, or will attendees need to check in at registration?

A. Badges will not be mailed. If you have registered in advance, badges can be printed onsite at self-printing stations.

Q. Where can I print my badge?

A. On Thursday, June 22<sup>nd</sup> starting at 3 pm, you will be able to print your badge at the Westin Hotel, the Hyatt Regency, and the Marriott Riverfront. Beginning Friday, June 23<sup>rd</sup> you will only be able to print your badge at the Convention Center. One badge holder and lanyard are available to each person once they print out their badge.

Q. What do I do if I lose my badge?

A. If you lose your badge, you will be able to print another badge at the Convention Center starting on Friday, June 23<sup>rd</sup>.

### Billing and Payment:

Q. Can I pay registration fees online with my city credit card or should I send a check?

A. The online registration system will allow you to pay for everything online at the time of registration. If you are not able to pay with a credit card, please send a check to Georgia Municipal Association, 201 Pryor Street SW, Atlanta, GA 30303. Please include a copy of your 2023 Convention Registration confirmation along with your mailed check to ensure it's posted correctly to your account.

### Cancellations:

Q. I need to cancel a training class for a city official. Instead of losing money can these classes be transferred to another attendee for the GMA 2023 Convention or to another event in the future?

A. You can transfer a registration for a training class to another attendee within your city, but classes / registration fees may not be transferred to another event outside of the 2023 Annual Convention.

Q. What are the cut-off dates to get a full or partial refund if I need to cancel a registration?

A. The cancellation schedule/policy is below:

**Between March 23<sup>rd</sup> and May 1<sup>st</sup> Full Refund**

**Between May 2<sup>nd</sup> and June 1<sup>st</sup> 80% refund on amount paid**

**Starting June 2<sup>nd</sup> No Refund**

### Conference Registration:

Q. What's included with my Convention Registration?

A. The opening reception, all general sessions, concurrent sessions, policy committee meetings, rapid fire sessions, the annual business meeting and installation of officers. Also included is the closing event, the municipal marketplace and all meal functions taking place within the municipal marketplace.

The Awards Luncheon IS NOT included in your registration package. Municipal Training Institute classes offered on Friday, Saturday and Tuesday are not part of the registration package for the Convention. You must register for them separately.

And, for those meal functions included with your registration, if you have dietary restrictions and have noted them on your registration, we will make every effort possible to ensure those needs are met. If there is a plated meal function and you require a special meal, please let your server know so that they can accommodate.

### Convention Center Questions:

Q. What is going on with the Convention Center expansion?

A. The Convention Center expansion is set to be open Spring 2024 and we will be using the new space for our 2024 Convention.

Q. Is there a LOST and FOUND area?

A. LOST and FOUND will be close to the GMA Registration/Welcome Center area.

### Dress Code:

Q. What is the dress code for the Convention?

A. Dress code for the Convention is Business Casual. Make sure you wear comfortable shoes. Also, bring a light sweater or jacket since the Convention Center may be cold inside, even in June.

### **Exhibit Hall:**

Q. What are the Exhibit Hall hours?

A. The Exhibit Hall, now known as the Municipal Marketplace, hours for attendees will be Saturday, June 24, from 3:45 pm until 6:00 pm; Sunday, June 25 10:30 am until 1:30 pm.

Q. Is food available in the Municipal Marketplace?

A. Light refreshments and drinks will be served on Saturday during marketplace hours. On Sunday Coca-Cola products will be served in the back of the marketplace along with a lunch buffet.

Q. Can I bring my family with me to the Municipal Marketplace?

A. For any guest/family member who is fully registered, the Municipal Marketplace is included. For extra members, the cost is 50.00. Everyone must have a ticket to get into the Municipal Marketplace.

Q. Is there an alpha list of all exhibitors that I can reference prior to attending so I can determine who I want to meet with?

A. You can find an alpha list with booth numbers on the GMA Convention phone app or in the back of the printed program. We encourage attendees to visit the interactive floor plan on the GMA Convention website and plan their visit before arriving in Savannah.

### **First Time Attendee:**

Q. This will be my first time attending the Annual Convention. What should I do to get the most out of the Convention?

A. You are encouraged to attend the Mentor/Mentee Meet & Greet scheduled on Friday, June 23 from 4:15 pm to 5:00 pm. At this event, attendees will receive an overview of the Convention program and be paired up with experienced city officials who will offer suggestions on how to make the most of programming and networking opportunities.

### **Food and Beverage Not included with Registration:**

Q. Where can I purchase breakfast and/or lunch if it's not covered in my registration for Training or for Convention?

A. The Westin Hotel has a restaurant but will experience high volume during peak mealtimes. If you are staying across the river, please try to allow time to eat breakfast or lunch prior to coming over to the Convention Center if those meals are not included in your package for the day. There are no concession stands open at the Convention Center.

### Gamification:

Q. How does “Game On GA Cities!” work and what is my incentive to participate?

A. Engage, earn points, win prizes, have fun!

New challenges will be posted on Saturday, Sunday and Monday of the Convention.

Each challenge will include instructions and note the number of points to be awarded for successfully completing the challenge.

Evaluation questions for sessions will be posted at the end of sessions.

Each time you earn 500 points, you will receive an entry on the prize wheel. You may have multiple entries on the prize wheel. The prize wheel will be spun during the Opening General Session, Annual Business Meeting and Installation of Officers and Board of Directors and Monday Morning General Session. If the wheel lands on your name, you will win a prize.

Overall point winners will be announced and receive their prizes post-Convention. In the event of ties for the overall winners, there will be a drawing as a tie breaker.

### Hotels:

Q. What is the process for making a change to my hotel reservation?

Prior to cutoff, May 23<sup>rd</sup>, all reservations changes can be made via a link on the hotel confirmation email or by calling the Savannah Housing Bureau at (912) 644-6465 during business hours of 9:00 AM to 5:00 PM (EDT) Monday to Friday.

After the cutoff date of May 23<sup>rd</sup>, contact the hotel directly to inquire about booking, making changes or to cancel.

Q. How do I get my tax exemption for the hotel/motel tax for my stay at my hotel?

A. Submit the Hotel/Motel tax exemption form when you check-in at your hotel. Make sure you keep a copy of your completed form.

Q. I didn't get the hotel I wanted. WHY????

A. Hotels in Savannah allow us to contract a certain number of rooms at each hotel. Room requests are filled on a first come, first served basis.

### Maps:

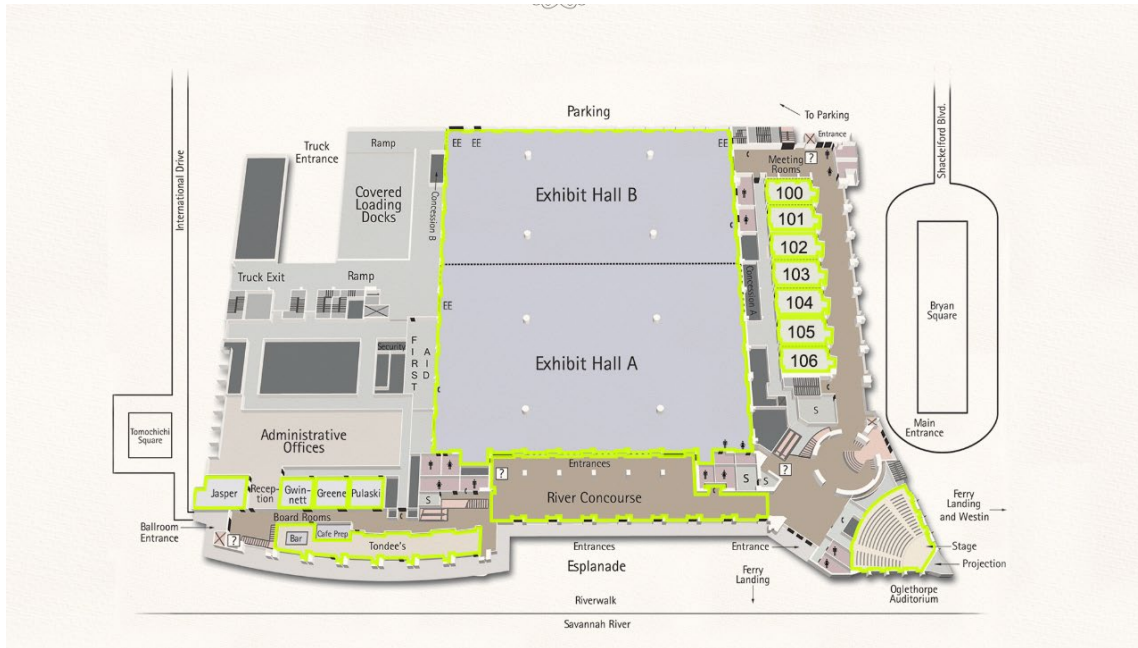
Q. How do I walk from the Westin to the Convention Center?

A. For those who attended in 2022 the route is still the same route...go towards the East end of the Westin, down the stairs and under the covered parking to the Convention Center. This is the same route to get the water ferry since the walkway is still under construction.

Q. Is there a floor plan or map of the Convention Center that I can print out prior to arriving?

A. Yes, here is the URL to the Convention Center <https://www.savconventioncenter.com/> and below are the diagrams for the space:

1st Floor:



2nd Floor:



### Mobile App:

Q. Can I get class materials from the mobile app or is there another location I need to access to print those out prior to coming to Convention?

A. Generally, any presentation slides and other class materials that the instructor is making available for training institute classes can be found approximately ten days in advance of the class on the GMA website at: [Class Presentations](#) as well on the Convention mobile app. Details about accessing the mobile app will be added to this document at a later date.

### Parking:

Q. Where can I park if I drive to the Convention Center?

A. Please allow time to drive to the convention center, find parking and then walk to the Convention Center from the parking lot. **Don't Park in the round-about (Bryan Circle) at the Convention Center or your car will be towed.**

### Photography Onsite:

Q. I had my picture taken by a GMA photographer. What do they use those photographs for?

A. Please visit GMA's Event Privacy & Security page at [Legal Disclaimer](#) for more information on how GMA uses the information and pictures taken at events.

### QR Code on badge:

Q. What is the QR code used for on my badge?

A. For more information regarding the QR code, and what it is used for, please see Event Security and Privacy information at [Legal Disclaimer](#).

Q. Is my contact information on the QR code on my badge?

A. Yes, by scanning your QR code or the QR code of another attendee you will be able to download contact details to your phone, which include the primary registrant's name, title, organization, email and phone number. Please see more information on the QR codes at [Legal Disclaimer](#).

### Registration:

Q. I am registered for the conference only and now would like to register for a Municipal Training Institute class. How do I do that?

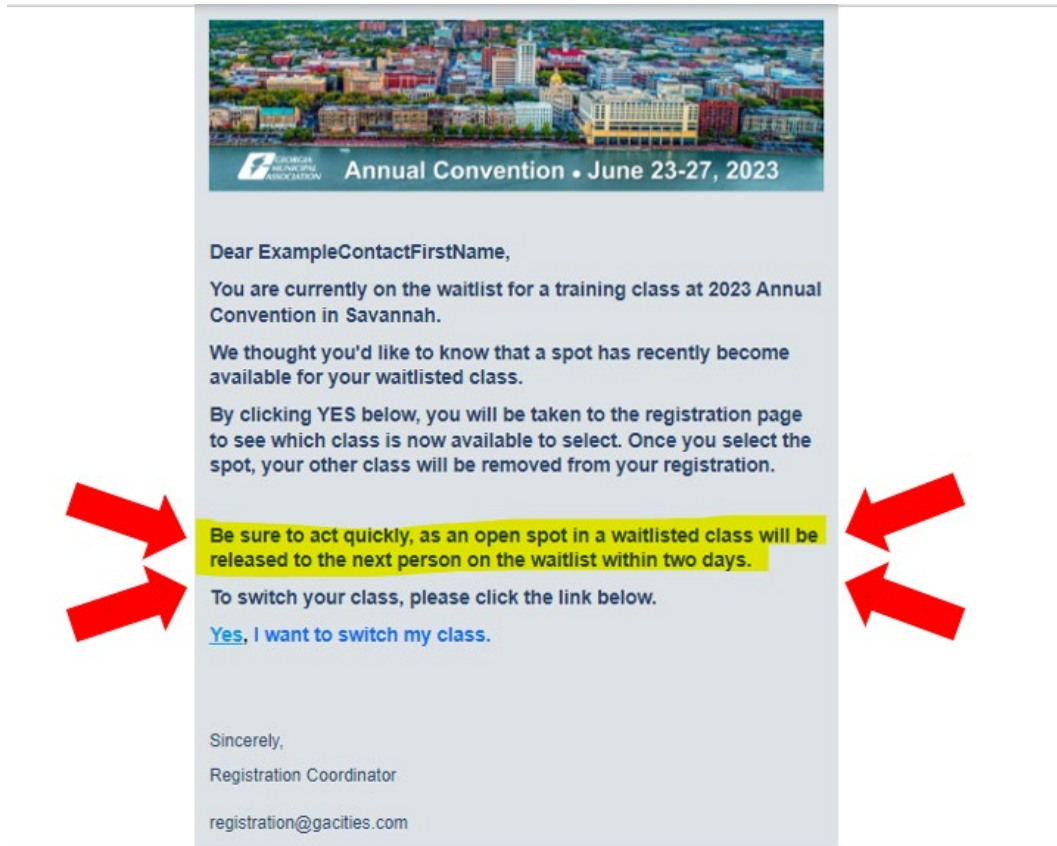
A. You can log back into your registration via your email confirmation and make modifications to add classes (if available). If you can't find your email confirmation, you should be able to search via the subject line by typing in Registration Confirmed – 2023 Annual Convention. Once you find that email you can click on the link to modify your registration.

Q. I am currently "waitlisted" for a particular Municipal Training Institute class. What is the process for notification that a seat has opened up for me in the class?

A. You will receive an email with a notification if a seat opens up for you in a class in which you are waitlisted. You will then have two days to accept the open seat by following the

instructions in the email notification. If you select to take the open seat, you will be removed from any other class that you are registered for that takes place at the same time or overlaps with the class you have just move into. **NOTE: Be sure to act quickly, as an open spot in a waitlisted class will be released to the next person on the waitlist after two days.**

Below is an example of what the email you receive will look like:



**NOTE: Be sure to act quickly, as an open spot in a waitlisted class will be released to the next person on the waitlist after two days.**

Q. I need to register two people for one of the Municipal Training Institute classes. How do I do that?

A. You will need to register people individually using their unique email address. Once you have gone through the registration process for that individual and before you go to payment you will see a button at the end that says " Register others/guests" and can click there to register another individual. This can be repeated until you are finished registering your city attendees. Once you are done you can continue to payment and will be billed for all those you registered.

## Sponsors:

Q. How do I become a sponsor with GMA?

A. GMA's [Business Alliance Program](#) offers an array of ways for your organization to engage with the city officials of GMA's [member cities](#). Three levels of participation provide your business the opportunity to efficiently market to the largest municipal audience in Georgia. Click [here](#) to go to the sponsorship informational page on the Georgia Municipal Association's website.

## Training:

Q. Where can I access presentation slides or other class materials that are available from the Municipal Training Institute Classes I am registered for?

A. Generally, any presentation slides and other class materials that the instructor is making available for training institute classes, can be found approximately ten days in advance of the class on the GMA website at: [Class Presentations](#) as well on the Convention mobile app. Details about accessing the mobile app will be added to this document at a later date.

Q. What classes should I take to earn training certificates through the Holtz Municipal Training Institute or earn certification through the Georgia Clerks Education Institute?

A. If you would like guidance for earning training certificates through the Harold F. Holtz Municipal Training Institute, please contact Aileen Harris of the GMA staff at [aharris@gacities.com](mailto:aharris@gacities.com).

If you are seeking guidance on earning certification through the Georgia Clerks Education Institute, please contact Christina Collins with the Carl Vinson Institute of Government at [christina.collins1@uga.edu](mailto:christina.collins1@uga.edu).

Q. How do I access a Municipal Training Institute transcript?

A. If you're in need of accessing transcripts for yourself or others, simply log into the GMA website here: [GMA Login](#). Once you've logged in, that link will change into a menu of links. If you've taken classes in the past, you can look up your own transcripts from the menu. If you're a city clerk or other authorized city employee, you may access transcripts of others for your city with the "View Other Transcripts" link in that same menu.

Q. Where are Municipal Training Institute classes being held in 2023? And how will I know where my class is being held?

A. Municipal Training Institute classes will be held at the Convention Center, at the Hyatt Regency Hotel and at the Westin Hotel. The class locations will be published in the electronic version of the Convention program sent out in advance of the event and posted on the GMA website, on the Convention mobile app and in the printed program available onsite. It is very important that you identify the location of your class well in advance of the class start time so that you can plan accordingly to be to class on time. Note that the Hyatt Regency Hotel is located in downtown Savannah, across the river from the Convention Center and Westin Hotel. Details about accessing the mobile app will be added to this document at a later date.

Q. Am I allowed to film or record a Municipal Training Institute class?



A. Participants must not record, live stream, or otherwise transmit video or sound from any training session without express written permission from the Carl Vinson Institute of Government faculty or the GMA Training Manager. Participants acknowledge that any such materials, should such permission be granted, will be the exclusive intellectual property of the Carl Vinson Institute of Government or GMA, as appropriate. Any person who records, streams, or transmits material without obtaining such written permission shall be asked to leave the training session and will forfeit any paid fee without obtaining training credits.

Q. Can I add a class onsite? How do I do that?

A. Yes, you may register for classes onsite based on classroom space availability. To register onsite or to inquire about class availability, please visit the registration desk at the Convention Center.

Q. How do I get credit for a Municipal Training Institute class that I attended?

A. To receive training credit through the Harold F. Holtz Municipal Training Institute, a participant must attend the entire class. For six-hour classes, anyone arriving more than 30 minutes after the class begins, leaving class repeatedly, or leaving the class early will not receive credit. For three-hour classes, anyone arriving more than 15 minutes after the class begins, leaving class repeatedly or leaving class early will not receive credit. Class completion forms must be signed by the participant and the instructor and provided to the instructor at the end of the class. Class instructors will not sign class completion forms in the event the attendance criteria cited herein is not met by the participant. To receive credit, the registration fee must be paid in full. **Please be mindful of the Training Institute's attendance policy.**

Q. Am I able to attend Convention sessions and events if I only sign up and pay for Municipal Training Institute classes?

A. No. To attend any Convention session or event, to include general sessions, concurrent sessions, rapid fire sessions, policy committee meetings, the Municipal Marketplace, opening reception and closing event, you will need to register for the Convention separately from your training classes. Note that the awards luncheon requires a separate ticket that is not included in the Convention registration package.

Q. What meals are included with my Municipal Training Institute class?

A. Six-hour classes include the following: breakfast, lunch and afternoon refreshment break.

A. Three-hour classes include the following: Friday morning classes include breakfast; Friday afternoon classes include refreshment break; Saturday and Tuesday classes include breakfast.

### **Transportation:**

Q. How do I get to the Convention Center if I am across the river?

A. You will be able to drive, take the river ferry or the hotel shuttles to get from the hotels across the river to the Convention Center.

### What are some of the Highlights of the Week:

- **Harold F. Holtz Municipal Training Institute classes** will be held on Friday, Saturday and Tuesday and need to be paid for separately.
- **The Parade of Flags** will take place on Sunday Morning during the Opening General Session. Each city represented at the Convention is invited to participate in the Parade of Flags by doing the following: Be sure to bring to Savannah your city flag AND flagpole holder for the Parade of Flags. The flags will need to be set up outside of the Chatham Ballroom starting on Friday morning. Someone from your city will need to carry the flag in the parade. On Sunday morning prior to the Opening Session, those presenting flags should plan to arrive early to the area outside of the Chatham Ballroom to begin lining up. Note that flags must be picked up prior to the end of the Convention on Monday.
- **The adoption of GMA's 224 legislative policies and the election of the officers and board** will take place during the Business Meeting on Sunday afternoon. Your city will need to select a delegate who will vote on your city's behalf, but all attendees are encouraged to attend the Business Meeting, not just the voting delegate.
- **The Awards Luncheon** will be held on Monday. The luncheon requires a separate ticket that is not included in your Convention registration.

**FINAL NOTE: When in doubt, ask a GMA staff member.**

As of 3/29/2023