

## 2018 CONVENTION WEBINAR FREQUENTLY ASKED QUESTIONS

### What are the Convention venues this year?

General Sessions will take place in the Air Canada Centre (ACC). Registration, breakouts, Rotary ticketed events, and the House of Friendship will be in the Metro Toronto Convention Centre (MTCC). For more information about our venues, please visit: <http://www.riconvention.org/en/toronto/venues>

### Where and when can I pick up my badge?

For the full schedule of times and locations, including the Metro Toronto Convention Centre (MTCC) and Toronto Pearson International Airport, please visit: <http://www.riconvention.org/en/toronto/register>

### How can I purchase tickets for the various events?

For more information on ticketed events, including ways to purchase tickets and register, please visit: <http://www.riconvention.org/en/toronto/events>

### Is transportation from my hotel to the Convention Centre included in my registration?

For a full schedule of transportation, including a list of hotels in our transportation system, please download the Transportation guide at: <http://www.riconvention.org/en/toronto/resources>

### What is the Air Canada Centre (ACC) Bag Policy?

The ACC maintains a very strict personal bag policy:

- No backpacks of any kind are allowed
- Only soft-sided bags will be allowed
- All bags must be smaller than 14 in. x 14 in. x 6 in. (35 cm x 35 cm x 15 cm)
- The ACC will not store any bags that violate this policy.

Please note that outside food and beverages are not permitted within the ACC.

For more information about our venues, please visit: <http://www.riconvention.org/en/toronto/venues>

### Where can I find information about breakout sessions?

For detailed information and a full schedule of breakout sessions, please visit: <http://www.riconvention.org/en/toronto/breakout-sessions>

### Which opening ceremony should I attend?

All registrants will be assigned to one of the opening ceremonies based on order of registration – earlier registrants will be assigned to the first session. You will receive your assignment in early June.

### What if I want to go to the other opening ceremony?

If you are not able to attend your assigned opening ceremony, you may attend the other ceremony subject to space availability. After everyone assigned has been admitted, we will admit as many other registrants as possible.

### How can I get the Rotary Events Mobile App?

You may download the app from the [App Store](#) or from [Google Play](#). A passphrase is not required.

### Is there a first-time attendee's session?

Yes! It will be on Saturday the 23<sup>rd</sup> of June from 3-4pm in room 105-107 of the Metro Toronto Convention Centre (MTCC).