



28 July 2017

Dear Group Organizer,

This letter details the RI Group Registration Policies and Procedures for the 2018 Rotary International Convention in Toronto, Ontario, Canada. Please review all instructions and guidelines carefully. By registering as a group of 25 or more registrants (including guests) through Rotary International, all points below will apply:

- 1. Registration, Rotary-ticketed & preconvention events** – Group organizers will register their attendees for convention and RI events within the established deadline dates (15 December 2017 for lower registration fees, 31 March 2018 for final preregistration). After 31 March 2018, additional group members can only be added onsite at the convention. Group organizers should include RI events in their materials to attendees as well as their orders and payment with their registration submission.

Please note: it is not necessary to register for the full convention in order to attend a preconvention. If you have registrants who wish to attend a preconvention only, mark their registration category as **X** on the group registration spreadsheet. Preconvention only registrants will not count towards your group size for purposes of complimentary escort badges.

- 2. Payments for group registrations** – All fees for your registration and RI event orders must be submitted in one payment and paid in full. Submit your registration and payment to the RI Registration Specialist, Jacob Lesgold, at jacob.lesgold@rotary.org and note your payment method on the registration form. Payment methods accepted:

Credit cards – For your protection, we cannot accept credit card information by email. To pay by credit card, submit the Group Registration Credit Card Payment Form by fax or mail as directed on the form and include all information as requested. We can accept VISA, MasterCard, American Express and JCB. Credit card payments will be charged in U.S. dollars.

RI International Office or Fiscal Agent – You can submit payment through an RI International Office or Fiscal Agent. Be sure to provide your group name, organizer contact information including telephone and e-mail address, and indicate it is a group registration payment for the 2018 RI Convention. A list of approved Fiscal Agents and International Offices is included. RI International Offices and Fiscal Agents can process payments in their local currency.

Checks – Please include a note with your check indicating that it covers your group registration for the 2018 RI Convention. Checks must be drawn from a U.S. bank in U.S. dollars and sent to:

Rotary International
14244 Collections Center Drive
Chicago, IL 60693
USA

- 3. Confirmations** – Group organizers will receive a preliminary confirmation file in Excel for review. If any corrections are required, highlight the cell in **yellow** and indicate the correction in

bold. Registration confirmations will be sent directly to the group organizer but not individually to group members.

Letters of invitation will be included for registrants that reside in countries that require a visa to enter Canada. They will be issued in the primary registrant's name with all guest names included.

A final confirmation file will be sent to the group organizer after the second registration deadline. At that time, RI will advise the group organizer if they qualify for complimentary registration(s) for non-Rotarian group escort(s). RI will provide one registration per 40 full convention registrants who are paid at the adult rate (categories 1-4, including guests). If your group has fewer than 40, no complimentary registrations will be provided. If you have additional escorts who will need to enter convention facilities, you may add them to your group at the applicable rate at the time of registration.

- 4. Registration & Ticket Cancellations** – All group organizers and convention registrants must comply with the cancellation policy as indicated below:

RI will accept cancellation requests through 30 April 2018. All registration cancellations are subject to a service fee of US\$50 per main registrant. After 30 April 2018, registration and ticket fees will no longer be refundable. For cancellations due to non-issuance of a visa, RI Registration Services must receive notice by 27 June 2018. All cancellation requests must be submitted in writing by the group organizer to jacob.lesgold@rotary.org or by fax at +1-847-556-2194.

Telephone cancellations cannot be accepted. RI will refund registration and ticket fees if the 2018 RI Convention is cancelled, but takes no responsibility for travel or other related costs incurred by Rotarians and their guests. **NOTE: Registration and tickets are not transferable to other convention registrants.**

- 5. Transferring Registrations** – Registrations and tickets *cannot* be transferred. You may *not* substitute or replace one registrant's name, prior to or onsite at the convention, for another who wishes to participate. You will need to cancel the first registrant and register the new participant. No exceptions will be made.

A fee of US\$100 per Registration ID will be charged to the group organizer for previously registered individuals who transfer into the group. The same fee will apply for group registrants who later choose to register individually.

- 6. Obtaining Registration Materials** – The group organizer will be contacted prior to the convention to establish a time to pick up their group's materials. If the organizer will not be attending the Convention, they should designate a representative to obtain the group's materials and inform RI in advance of the convention. If the group organizer/representative arrives outside of their scheduled pick up time, they may be requested to return at a later time. **Group registrant materials can only be picked up by the group organizer/representative. Any registrants in the group who require that their materials be picked up early, due to attendance at the pre-convention events, must be requested in advance. The group organizer/representative cannot obtain registration materials for registrants who registered individually.** All group registration materials will be available in the registration area in the Metro Toronto Convention Centre. The exact location will be communicated at a later date.

- 7. Opening and Closing Sessions** – If more than one seating is scheduled for the opening or closing session, the group organizer will be notified of their assigned seating(s) after the 31 March 2018 registration deadline. Please note that seating assignments and session times are subject to change at any time without notice. **Your group's arrival and departure times and any special events organized on the dates of the opening and closing sessions should be flexible, so that your group can attend either scheduled seating.** All members of your group will be assigned to the same seating of the opening/closing plenary session(s). **RI cannot accommodate requests for specific seating assignments.** Any consideration for a change in the seating assignment will be determined on-site, based upon availability.

8. Deadlines – Registration and ticket requests, payments and cancellations must be submitted by the following dates:

15 December 2017	First deadline for pre-registration
31 March 2018	Final deadline for pre-registration
30 April 2018	Cancellation deadline
27 June 2018	Cancellation deadline for visa denials only

9. Housing – Experient is RI’s housing bureau for the 2018 RI Convention. Please contact them directly for all housing information. The group housing form is available at www.riconvention.org.

Fax: +1-312-329-9513
Email: rotarygroups@experient-inc.com

10. Host Event Tickets – Host event ticket requests should be sent directly to the 2018 RI Host Organization Committee via their website, rotary2018.org.

11. Transportation – Transportation will be provided for all attendees staying in RI room block hotels that are outside walking distance. If you will be using your own buses for transportation, please contact Kara Ottum (kara.ottum@rotary.org) for more information.

12. Interactors, Youth Exchange Students and Guests 5-18 – If the group is primarily made up of Interactors, Youth Exchange Students and/or guests 5-18 years, the group must also include one adult chaperone for every 10 registrants 18 and under. The non-Rotarian group escorts, which are included as described above in section 3, may be counted as chaperones. However, if the group requires more chaperones than the number of escort registrations earned, or if the chaperones are Rotarians, then the additional chaperones must be registered for the convention at the appropriate registration rate (Rotarian or guest 19 and over).

If you have any additional questions, please do not hesitate to contact me. I look forward to working with you and your group.

Kind Regards,

Jacob Lesgold

Registration Specialist, Meetings and Events
Rotary International
Tel: 1-847-866-3052
Fax: 1-847-556-2194
Email: jacob.lesgold@rotary.org