

ATTENDEE SERVICES



Ground Transportation To/From Louis Armstrong New Orleans International Airport (MSY)

Attendees must book their own transportation to/from the airport. The 2020 Host Committee has set up a portal to book ground transportation for conference attendees. The pre-negotiated rates are available one week before and one week after the conference. Please visit the [Travel page](#) of the conference website for full details.



Check-in & Registration

Hyatt Regency New Orleans
Saturday – Tuesday

Check-in & Registration will assist you with claiming badges for pre-registered participants. Limited onsite registration may be available for some conference events. **Please note all attendee registration is due by July 10, 2020.** Onsite registration for Family Badges may not be available. Additional services include, selecting a gala seat, and Sponsor and Exhibitor registration. Please visit the [conference website](#) for full details.



Command Post

Hyatt Regency New Orleans
Friday – Wednesday

The Command Post is working to ensure a safe and comfortable conference experience for all attendees. It will be operating on-property at the Hyatt Regency New Orleans for the entire duration of the conference. Please visit the Command Post with questions or concerns about conference security. Please visit the [conference website](#) for full details.



FBINAA Conference Store & 5.11 Store

Hyatt Regency New Orleans

Saturday - Tuesday

Explore a variety of FBI National Academy and FBINAA apparel and merchandise. Some specialty items designed just for conference will also be offered here. Limited quantities and sizes of many items will be offered. Special discounts and sales will also be offered. Please visit the [conference website](#) for full details.



Family Badge Networking & Information Session

Hyatt Regency New Orleans

Saturday

All Family Badge registrants are encouraged to come by the one-hour session specifically designed to socialize and meet other family members and guests attending the conference this year. Topics will include things to do in New Orleans and the FBINAA Family/Guests Experience. Attendees will have a chance to hear and share experiences of other family members who have attended past conferences followed by a short question and answer session. This is the perfect way to start off the conference, have an opportunity to see old friends, a chance to make new friends. Whether it is to spend the day at the pool, meet at the hotel bar/restaurant or to visit local attractions with others, this will get the conference experience started for you.

Please visit the [conference website](#) for full details.



Family Lounge

Hyatt Regency New Orleans

Saturday - Tuesday

TV, board games, video games, cards and other activities that will be available for the entertainment of Family Badge attendees. The Lounge will be chaperoned and staffed with at least (2) volunteers throughout the hours of operation.

The Family Lounge will also feature an Open House on Saturday morning for attendees to become acquainted with the lounge location, staff and offerings.

Read more about the Family Program by [clicking here](#).



Information & Activity Desk

Hyatt Regency New Orleans

Friday - Tuesday

The Information & Activity Desk is available to answer questions regarding the conference schedule, locations, activities, tickets and tours. Staff and volunteers here are available daily during posted hours. They can also offer suggestions for local dining and attractions.

During conference the Conference Helpline will be routed to the Information & Activity Desk to answer questions by phone. The Conference Helpline is available at 800-941-8840.

Please visit the [conference website](#) for full details.



Proof of Training

Available online in the Attendee Service Center (ASC) after conference ends

Various documents are available for Conference Badge and Basic Training Badge attendees to submit to their agency for training credit after the conference ends. **Family Badge, Sponsor/Exhibitor Badge are not eligible for proof of training.**

A general certificate of participation will be provided to attendees who check-in to conference and pickup their badge. An additional certificate for each training session that attendees scan into will also be offered; be sure to have your badge scanned upon entering keynotes and breakout training sessions. Individual training certificates can be paired with the overall conference agenda, speaker bios and training session descriptions to submit for credit.

Proof of training materials will be announced via email after the conference ends, and they are ready to be retrieved from the Attendee Service Center.



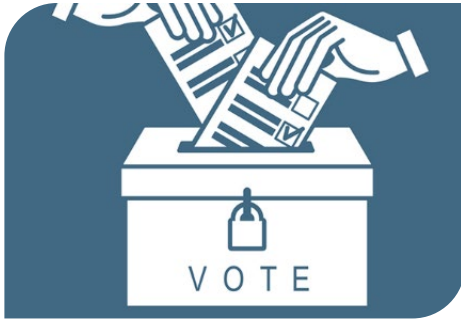
Law Enforcement Exhibition

Hyatt Regency New Orleans

Sunday, Monday

Conference Badge and Basic Training Badge attendees are invited to explore products and services which are critical to law enforcement agencies in the USA and Internationally.

Family Badge attendees are invited to walk the exhibition hall with a Conference Badge attendee. Youth under the age of 18 are required to be escorted by an adult attendee. Lunch with exhibitors and sponsors is limited to Conference Badge attendees only. **Family Badge attendees are not eligible to attend lunch.**



Nominations & Election for Section II Representative

Hyatt Regency New Orleans

Monday, Tuesday

Nominations: Call for Section II Representative Nominations will take place on Monday, July 20 at 12:45 AM, immediately following Monday's lunch. The Nominating Committee will announce their recommendation for Section II Representative at this time. There will also be a Call for Nominations from the floor for additional Members who wish to run for Section II Representative. If there are no nominations from the floor, the Section II Representative will be declared the winner by affirmation of the Nominating Committee. If there is a candidate(s) nominated from the floor, all candidates will give a five-minute speech to the Delegation.

Current and potential candidates that have questions about the process or procedure regarding the election can contact Susan Naragon, snaragon@fbinaa.org.

Election: Election voting for Section II Representative will take place on Tuesday morning. If a run-off election is required, announcement will be made, and take place the same day. **Only active members of Section II are eligible to vote in this election.**

Current and potential candidates that have questions about the process or procedure regarding the election can contact Susan Naragon, snaragon@fbinaa.org.

Please visit the [conference website](#) for full details.