

Step by Step Registration Instructions

2017 Law Enforcement Torch Run® International Conference
Gaylord Opryland Resort – Nashville, Tenn. USA



Introduction

The 2017 LETR International Conference will be held at the Gaylord Opryland Resort, Nashville, Tennessee, USA, September 21-23 2017. **Conference Registration opens: Monday, April 10, 2017 8:00am EDT.** All information regarding conference registration, hotel, schedule, important dates, events, activities, transportation, can be found on the LETR website, www.lettr.org and clicking on the Conference button at the top of the main page. Updated information will be posted as conference plans are solidified.

LETR Programs will be responsible for utilizing this online communication platform to obtain all conference information and instructions concerning conference events, activities, award nominations and registration. We strongly urge you to mark your calendar with the below important due dates. Observation of all due dates will be the responsibility of the LETR Programs as no additional reminder notices or documentation will be sent to the Programs.

How to Register

The International Conference Planning Committee (ICPC) along with Special Olympics Inc. have partnered with Helms Briscoe Resource One (HBR1) to customize etouches event management software to manage the registration of conference attendees. It is our hope that this system will be user-friendly and convenient.

The online conference registration system can only be accessed through the LETR website; click on the "Conference" button at the top of the main page and enter the web site. Click on the "Registration" icon from the menu on the left side of the screen, click on the "Program Liaison Instruction" tab in the middle of the page and click "Register for the Conference" to access the registration site.

This link to the etouches site allows liaisons to register for the conference and book hotel rooms within the same system. All conference registrations and hotel reservations must be made through the LETR Program Liaison using this online registration system. Through your account page, liaisons will also be allowed to return to the system post-registration to update, add/modify/cancel a hotel reservation, and edit information as frequently as needed until the **conference registration site closes at 5:00pm EDT on Monday, August 14, 2017.**

We encourage liaisons to register conference attendees and book hotel reservations as soon as possible to take advantage of the Early Bird savings. After 5:00pm EDT on Monday, August 14, 2017, the conference rate may not apply, hotel rooms may not be available, and registrants may not be included in the 2017 LETR International Conference Directory.

Please Note: Individual attendees may not register themselves. Please do not contact the hotel directly to make conference or hotel reservations as they will be unable to accommodate your request.

Access the conference registration system as noted above. Liaisons must complete all attendee conference and housing registrations using the etouches conference registration system. Payment options are credit card, wire transfer and check, pursuant to Gaylord Opryland policy.

Please do not invite attendees to register themselves as the registration system is not designed for this purpose. Also, please do not advise an attendee to call the Gaylord Opryland to make hotel reservations; the attendee will only receive the group rate booking through his/her respective liaison.

The Registration Worksheet, found on the conference web site, is intended to help you collect the required information for each attendee prior to accessing the online conference registration process. When registering your delegation please register the liaison or main contact first, regardless of whether or not that person is attending. Only this person will have access to the group's registration account.

LETR Executive Council Cancellation and Substitution Policy: All cancellations, substitutions and registration modifications will be processed at no additional charge until 5:00pm EDT on Monday, August 14, 2017. **After this deadline** any changes to a conference registration are subject to an additional \$50.00 charge per amended registration. **Gaylord Opryland Cancellation Policy:** Allows individual attendees the right to cancel their guestroom reservations without penalty up to (72) hours prior to the attendees' scheduled arrival date. Hotel shall charge the individual attendee (1) night's guaranteed guestroom rate plus tax for cancellation within (72) hours of the scheduled arrival date or failure of the individual to check-in on the scheduled arrival date. Any remaining nights of a "no-show" reservation will not be cancelled unless Group's representative has had the opportunity to have the reservation reinstated for a later arrival. It is policy to require a credit card or cash deposit for incidental charges. Any no-show fees will be credited to any attrition damages due, if any.

Overview: Liaisons will create accounts for themselves in the registration system and then register their delegation for the conference. Liaisons that are not attending the conference will need to select the registration option that indicates they will not attend. At the conclusion of the initial Liaison account creation/registration, the Liaison will create an account for and register each attendee individually for the conference and housing and securing the room with a valid credit card. The card will not be charged for the cost of the room. This process is repeated for each program delegate until are ready to complete the conference registration process and select your payment method.

Step 1 Create an Account: Click the “Create New Account” button (You cannot use your account from a previous year). Create a username and password for your account and enter your email address, then click Continue. Each liaison will receive an email confirmation with their username and password for their account so they can log back into the registration system as an Existing Account to make additions or modifications to their attendees’ registrations or hotel reservations.

Step 2 Select if you will be attending or not.

Step 3 Enter your contact name and other information as indicated. If you know your flight information, enter it now. Otherwise, you can return later to update your flight information once it is booked. **(Attendee flight information MUST be reported by August 14, 2017)** You can also return later to fill out the Other Information section. Click Continue to move to the next screen.

Your account will not be charged when selecting any of the optional Saturday events. Attendees must individually register for these events onsite at which payment will be due. This is only an indication to the local program of how many participants they might expect at any given event.

Step 4 Select your lodging. – there are four options to choose from:

1. King Room – select this room if you want a king bed room and will be in the room by yourself or with one roommate.
2. Double – select this room if you want a double bed room and will be in the room by yourself or with up to three roommates.
3. This attendee is included in a reservation that has already been submitted – select this option if you have already been included in a reservation with another attendee.
4. No Lodging Required – select this option if you do not need lodging.

Step 5 Create your reservation (if applicable)

If you selected a King or Double room you will be asked to enter the reservation details. If you need to change the room selection click (Edit Selection) at the top of the screen and you will be taken back to the lodging selection screen. ***Enter the earliest arrival and latest departure dates for the reservation you are creating.*** In the example below, Occupant 1 is arriving on September 10 and Occupant 3 is departing on September 19. The reservation Check In Date and Check Out Date must match these dates.

Add any additional information needed for the reservation

Enter a credit card number to secure the room and click continue. Please Note, this card is to secure the room only. It will not be charged for the cost of the room. Also note, the Total Cost at the bottom of the page is the total cost of the registration, not the hotel cost.

Step 6 Register your Delegates – Select yes on this page

Step 7 Register your Delegates (continued) – This page shows the current registrants in your account. Enter the first delegates email address and click “Register Another”. **Important – do not enter your email address again. Each delegate must have their own individual email address entered.**

Select your first delegate’s registration package and click Continue.

Step 8 Enter the delegate’s information

If you know the delegate’s flight information, enter it now. Or you can return to enter this information at a later time. You can also enter the “Other Information” at this time or return later to complete. Then click Continue.

Step 9 Select the delegates lodging needs

1. Select King or Double room if this delegate will be in a new reservation.
2. Select this attendee is included in a reservation that has already been submitted if this delegate is included in another reservation that has already been made.
3. Select No Lodging Required if this delegate does not need a hotel reservation.

If this delegate is included in another reservation, enter the name of the person the reservation was created under.

If this is a new reservation, enter the reservation details outlined in Step 4.

Step 10 Registering a roommate

Repeat Steps 7 and 8 to register subsequent delegates.

IMPORTANT: Only one reservation should be created for delegates sharing rooms. This should be created for the first delegate registered. Any subsequent delegates staying in the same room should choose the option “This attendee is included in a reservation that has already been submitted”.

Step 11 Complete the registration – when you have added all of your delegates, click the Complete Registration button. You can return later if you need to make changes or add attendees

Complete the registration (continued) - The next page (below) will show a list of your attendees and the total amount owed for registration (this does not include hotel fees). Select your payment method – check or credit card - enter credit card information if necessary and click “Make Payment”.

Step 12 Congratulations! Your registration is complete – click the magnifying glass next to each registrant to view their information. If you need to make any changes, click the Modify/Add Attendees button.

Modifying Your Attendees

Step 13 If you need to change your attendees, make changes to attendee information, update flight or housing information, log back into your account by clicking the Modify/Add Attendees button on the registration landing page or the registration confirmation page then enter your login information and click continue.

Step 14 A list of your registered delegates is shown.

Modify A Registrant - To modify a registrant that is already on the list, click the edit icon next to their name. This will take you back through their registration to make any changes. You can also use this method to substitute a registrant who will no longer be attending with a new person.

Add a new registrant: To add a new registrant to your group, enter their email address and click "Register Another" and follow the steps starting with Step 7 above. Once all registrations are updated, click the Complete Registration button to finalize the modifications you've made and process any additional payments needed.

Modifying Hotel Reservations

It is very important to note that each reservation is tied to the registrant's record it is created in. The first occupant in the reservation should be the name of the person's record that the reservation is being created under. Let's look at the example reservation below. In this instance, we have created a reservation in Occupant 1's record and listed three roommates. The reservation starts on 9/10/2017 and ends on 9/19/2017.

In the records of Occupants 2, 3 and 4 we've selected "This attendee is included in a reservation that has already been submitted" and listed Occupant 1 as the roommate.

If Occupant 2, 3, or 4 are switching to another reservation, we remove them from Occupant 1's reservation and insert the new Occupant's information.

We also adjust Occupant 4's reservation to indicate the new reservation they belong to or create a brand new reservation under Occupant 4's record if a new reservation is needed. (See step 14 for modification steps).

If Occupant 1 is moving to a new reservation, we need to edit the reservation and select (Edit Selection) at the top of the screen

Then select "This attendee is included in a reservation that has already been submitted"

And enter the name of the attendee's reservation they will be moving to

VERY IMPORTANT – By selecting a new option for Occupant 1's record (king room to double room, double to this attendee is included in a reservation that has already been submitted...) the system will release Occupant 1's reservation and a new reservation will need to be created for Occupants 2, 3 and 4 under one of their preexisting reservation. You can select Occupant 2's registration as the new 'Occupant 1' by changing his hotel reservation from this attendee is included in a reservation that has already been submitted to Sheraton Grand Hotel – Double and selecting 3 for the occupants. You then enter Occupant 2 into the Occupant 1 slot, Occupant 3 into Occupant 2's and Occupant 4 into Occupant 3's. Once completed, go to the other two occupant's individual reservations and select this attendee is included in a reservation that has already been submitted and list the new Occupant 1's name as the Roommate Name.