



FREQUENTLY ASKED QUESTIONS REGARDING VOLUNTEERING

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How many days can I volunteer?

As many days as you like. For every full day that you volunteer, you receive one (1) free conference day. This does not include certificate programs or preconference workshops.

If I only volunteer one day and would like to attend the rest of the conference, how much does it cost?

Additional conference days (concurrent sessions only) can be purchased for the special volunteer discounted rate of \$200 per day.

Is lunch provided for the volunteers?

Lunch is not provided but light breakfast fare is available each morning as well as beverages throughout the morning and afternoon. There also are concession stands throughout the convention center where food can be purchased.

If I am a session monitor for a preconference workshop or certificate program, do I get any free conference days?

No, if you are a volunteer for either a preconference workshop or certificate program, your “perk” is a seat in the session. You can however purchase additional conference days at the special volunteer discounted rate of \$200 per day.

As a volunteer, do I get to go to the ASTD Celebration for free?

No, unfortunately, there are no discounted tickets for volunteers.

However, you can purchase a celebration ticket for the full cost just as other conference attendees.

Can I use my free day before I volunteer?

Yes! Simply check in at the Volunteer Office and tell the Day Manager that you are scheduled to volunteer later in the conference and you would like to use your free day now. You will sign in and take your name badge which gives you full conference access. At the end of that day, you will check out at the Volunteer Office and return your badge.

On your scheduled volunteer day, you will pick up your badge again when you check in. If for some reason you are unable to fulfill your volunteer obligation, you will be billed the on-site Conference Daily Rate after the conference.

Am I registered for the conference? If not, how do I register?

If you register as a volunteer, a volunteer name badge will be waiting for you when you check in at the Volunteer Office. If you would like to register for additional days above and beyond your volunteer time and your free day, complete a special Volunteer registration form in the Volunteer Office. You will pay the special volunteer discounted rate of \$200 per day and be given another badge and badgeholder. If you are then unable to fulfill your volunteer obligation, you will be billed the on-site Conference Daily Rate less the \$200 per day paid.

If I registered and paid for the conference before I decided to volunteer, how do I get a refund?

At the close of the conference, send a letter and signed verification form to:

Megan Smith
ASTD
1640 King Street, Box 1443
Alexandria, VA 22313

The verification form will be available in the volunteer room and must be signed by the Volunteer Chair. In the letter, explain that you paid in advance and then decided to volunteer. Include the date(s) you volunteered as well as the day(s) you used as complimentary. You will then be refunded the difference. Please allow 6-8 weeks for refunds to be processed.