

LUGPA Travel Frequently Asked Questions

MEMBERSHIP PROCESS:

Question: My practice is a member but has not paid their 2017 membership dues. How can we pay our dues?

Answer: Please contact the LUGPA Executive Office for assistance with this process. Phone: (847) 517-7225 or Email: info@lugpa.org.

Question: My practice is currently not a member of LUGPA. Can I attend the meeting?

Answer: At this time, the LUGPA Annual Meeting is a closed meeting. It is open only to standard and associate members who have paid their 2017 membership dues.

Question: My practice is not a member of LUGPA but we are interested in joining. Can I still attend the meeting?

Answer: The LUGPA application process takes approximately two weeks to complete. We encourage you to apply as soon as possible to start the process. Please note, to complete the application process, your 2017 membership dues must be paid prior to registration. Once your membership is finalized, the LUGPA office will reach out to you to begin the registration process.

REGISTRATION PROCESS:

Question: I am a LUGPA urologist and/or urogynecologist. How do I register myself for the LUGPA Annual Meeting?

Answer: You should have received an email on or around August 15, 2017, with a pass-code to access the online registration form. Please check your emails for the code and enter it on the LUGPA website. You will then need to complete the registration form along with the registration fee payment.

Question: I am not a member of LUGPA. Can I attend the meetings?

Answer: Non-members cannot attend the LUGPA Annual Meeting. However, non-members can attend and register online for the CME Course.

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FLIGHTS:

Question: I'm entitled to the complimentary package. Do I have to use the travel agent?

Answer: Yes, we strongly encourage attendees to use the travel agent.

Question: How do I book my flight?

Answer: You will receive a confirmation with a link to fill out the travel form online which will be submitted to our travel agent. Once you receive this link, please make sure to fill it out and submit it as soon as possible.

Question: Do I have to book my flight by a certain date?

Answer: You must book your flight using our online form by October, 13, 2017. LUGPA has an airfare limit of \$500. Anything above this amount will be at your own expense. We strongly encourage you to book your flight early to ensure low airfare costs.

Question: I booked my flight through the travel agent (I'm entitled to the complimentary package), but I need to change my flight. Does LUGPA pay for that?

Answer: No, unfortunately, any change fees are at your own expense.

Question: I booked my flight through the travel agent (I'm entitled to the complimentary package), but now I cannot attend the meeting and need to cancel. Is my ticket refundable?

Answer: Unfortunately, LUGPA will only pay for the Complimentary Package if you attend the meeting. The travel agent will charge your personal credit card for the cost of the ticket, and you will be able to book something else with the agent using a credit.

Question: I am entitled to the complimentary package, but live in Indiana and will not be flying to the meeting. Can I expense my mileage instead?

Answer: Yes, you can expense mileage (at the standard IRS rate), tolls and parking. The total cost must not exceed \$500. A LUGPA staff member will send you a reimbursement form following the meeting.

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HOTEL:

Question: How do I make my hotel reservations?

Answer: You will receive a link to the online hotel form to complete in your meeting registration confirmation email.

Question: I need to cancel my room. Should I cancel through the Fairmont Chicago, Millennium Park or LUGPA?

Answer: Due to LUGPA's record attendance the past several years, we request that any attendee who needs to cancel a room reservation, please email the LUGPA Executive Office at info@lugpa.org. We would like to release any cancelled rooms to other LUGPA attendees who are still looking for accommodations.

Question: I am already registered for the meeting, but I need to change my arrival/departure dates. Can I do that?

Answer: We strongly encourage you to check your dates prior to registration; however, if you need to change dates, please do so as soon as possible. You may email info@lugpa.org to request changes.

Question: Is there a deadline by which I need to submit my housing request?

Answer: We strongly encourage you to submit your hotel information by October 2. Rooms may fill before this date, so please register early.

Question: Am I guaranteed the hotel room preference I've indicated on my form?

Answer: There are limited amounts of King Rooms, which are available on a first-come, first-served basis. We recommend registering early to receive your preferred room type.