

## LUGPA Travel Frequently Asked Questions

### MEMBERSHIP PROCESS:

**Question:** My practice is a member but has not paid their 2018 membership dues. How can we pay our dues?

**Answer:** Please contact the LUGPA Executive Office for assistance with this process. Email [mcox@lugpa.org](mailto:mcox@lugpa.org) and cc: [info@lugpa.org](mailto:info@lugpa.org) or call at (312) 794-7790

**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 2018 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 2018 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 3, 2018**, 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.

### FLIGHTS:

**Question:** I am a Non-Complimentary attendee. Do I have to use the travel agent?

**Answer:** No, you do not have to use the travel agent but we strongly encourage attendees. Should you forego the travel agent you will be responsible for booking your flights.

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**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, 2, 2018**. 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, but I need to change my flight. Does LUGPA pay for that?

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

**Question:** I booked my flight through the travel agent but now I cannot attend the meeting and need to cancel. Is my ticket refundable?

**Answer:** Unfortunately, the tickets are non refundable. 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.

### 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 contact the LUGPA Meeting Logistics Office at [lugpameetings@wjweiser.com](mailto:lugpameetings@wjweiser.com) or call at (847) 517-7225. 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 [lugpameetings@wjweiser.com](mailto:lugpameetings@wjweiser.com) to request changes.

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

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**Answer:** We strongly encourage you to submit your hotel information by **October 2, 2018**. 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.