



NeighborWorks Training Institute

Travel and Logistics Guide

Seattle, WA ► February 20 – 24, 2017

NeighborWorks Training Institute (NTI) courses will be held at the following locations:

Washington State Convention Center

705 Pike Street ► Seattle, WA 98101

(206) 694-5000 ► <http://www.wscw.com/>

Courses at this location: Financial Capability, Housing Education and Counseling (HO) and the Symposium

Grand Hyatt Seattle

721 Pine Street ► Seattle, WA 98101

(206) 774-1234 ► <https://seattle.grand.hyatt.com/en/hotel/home.html>

Courses at this location: Nonprofit Management and Leadership (ML)

Renaissance Seattle Hotel

515 Madison Street ► Seattle, WA 98104

(206) 583-0300 ► <http://www.marriott.com/hotels/travel/seasm-renaissance-seattle-hotel/?scid=bb1a189a-fec3-4d19-a255-54ba596febe2>

Courses at this location: Construction and Rehab (CP), Community Economic Development (ED) and Small Business Lending (LE)

Sheraton Seattle

1400 6th Avenue ► Seattle, WA 98101

(206) 621-9000 ► <http://www.sheratonseattle.com/>

Courses at this location: Affordable Housing (AH) and Asset Management (AM)

Westin Seattle

1900 5th Avenue ► Seattle, WA 98101

(206) 728-1000 ► <http://www.westinseattle.com/>

Courses at this location: Community Engagement (CB) and Community and Neighborhood Revitalization (NR)

EVENT INFORMATION FOR ALL ATTENDEES

Institute Policies and Procedures: The *NeighborWorks Training Institute*

Policies and Procedures can be [downloaded here](#) or by e-mail request to nti@nw.org.

Registration: Check-in is required at *On-Site Registration*, located at the **Washington State Convention Center**. Your event transcript, including course selections and classroom locations will be emailed to you approximately one week prior to the event. If you didn't provide an updated email address when you registered, please send your most current e-mail to nti@nw.org.

REVISED SCHEDULE*

Courses begin and end promptly:

Monday through Wednesday • 8:30 a.m. to 4:00 p.m.

Thursday* • 8:30 a.m. to 4:30 p.m.

Friday* • 8:30 a.m. to 2:30 p.m.

*Lunch breaks on Thursday and Friday are: 11:45 a.m. – 1:00 p.m.

Certificates are issued only to participants who attend and complete 100% of the course. There are no exceptions to this policy. In an effort to better meet participant travel schedules, courses will end promptly at 2:30 p.m. on Friday.

It's recommend you schedule your departing flight at least 3 hours after your course end time. Exceptions to the 100% Course Completion Policy will not be granted or considered due to early scheduled flights.

Special Needs: If you have special needs addressed by the *Americans with Disabilities Act (ADA)*, please notify NeighborWorks one month prior to the event. If you require medical supplies or mobility needs and equipment information, please contact Visit Seattle at 866-732-2695 or 206-461-5800. Attendees are responsible for arranging and paying for their own medical supplies, mobility aids and equipment.

Accommodations:

- The Sheraton Seattle and Westin Seattle guest rooms are available after 3:00 p.m. the day before your course(s) start.
- The Grand Hyatt Seattle and the Renaissance Seattle Hotel guest rooms are available after 4:00 p.m. the day before your course(s) start.

Checkout is on the last day of your course at 12:00 p.m. at all hotels. For hotel services (business center, fitness center, etc.) or driving directions, please refer to the hotel's website. A block of guest rooms are available at each of the Training Institute hotels.

All hotels require no more than \$50 per day deposit (cash, credit or debit cards) upon check-in to cover incidental expenses. If the deposit is spent, then the hotel will charge the incidentals balance to individuals. It's preferable to use a credit card when checking into your assigned hotel. If using a debit card, the hotel will place a hold in your account's funds to cover the balance of your stay. The funds on hold may remain for several days to more than a week after you checkout. If using a debit card, please check with your banking institution for the most updated regulations that may affect the fees charged to your account. The hotels will also place "funds on hold" on credit cards.

Meals: Meals are at your own expense. A complimentary light continental breakfast is served at the hotel where you are lodged from 6:45 a.m. – 8:15 a.m. A morning coffee break is provided at the venue where your course is located.

Cyber Café: Information will be provided in your registration packet.

SPECIAL INFORMATION FOR PARTICIPANTS FROM ORGANIZATIONS OUTSIDE THE NEIGHBORWORKS NETWORK

Travel: Participants are responsible for making their own travel arrangements.

Accommodations: Make your own lodging arrangement. A block of rooms are available at each of the event's hotels. To guarantee a room at a special rate, reservations must be made by **January 30** – rooms are available on a first-come, first-served basis. Call the hotel or make your reservation online.

- *Grand Hyatt Seattle* - the rate is \$167* single or double occupancy per night (plus applicable taxes); <https://aws.passkey.com/go/NeighborWorks2017> and the code is "NeighborWorks/NTI".
- *Sheraton Seattle* - the rate is \$167* single or double occupancy per night (plus applicable taxes); <https://www.starwoodmeeting.com/events/start.action?id=1610319300&key=376A53B5> and the code is "NeighborWorks 2017".
- *Westin Seattle* - the rate is \$167* single or double occupancy per night (plus applicable taxes); <https://www.starwoodmeeting.com/Book/NTI2017> and the code is "NeighborWorks NTI".
- *Renaissance Seattle Hotel*: (1-800-546-9184) and the rate is \$167* single or double occupancy per night (plus applicable taxes); http://www.marriott.com/meeting-event-hotels/group-corporate-travel/groupCorp.mi?resLinkData=Neighborworks%20NTI%5ESEASM%60NWONWOA%60167.00%60USD%60false%604%602/15/17%602/24/17%601/30/17&app=resulink&stop_mobi=yes and the code is "NeighborWorks NTI".

(*rate is subject to change)

Changes, Substitution, Cancellation and Refunds: Change requests can be made by calling 1-800-438-5547 or email nti@nw.org, and are subject to course availability. During the event, check the *Course Availability Board* and make changes at the on-site registration area.

Changes, Cancellation, Refunds and Substitutions - continued

To receive a full tuition refund, cancellation requests must be made by **January 30**; thereafter, the amount of refund or tuition credit, if any, will be determined by the date of the cancellation. After the cancellation deadline of **January 30**, NeighborWorks America will assess a \$150 cancellation fee and provide a tuition credit voucher for the balance. The credit voucher expires if not used within one year of issuance. If a cancellation notice is received less than five (5) business days prior to the event, or if you do not complete your coursework, no tuition refund or credit voucher will be issued.

NeighborWorks America reserves the right to cancel any course at any time. If your course is canceled, you may choose another course or request a tuition refund. Other than refunding your tuition in the event that the course you chose is cancelled, NeighborWorks America is not liable to you for any other damages, including, without limitation, any obligation to provide a refund for any travel and/or lodging costs associated with attending any NeighborWorks event or other direct, indirect or consequential damages.

Scholarship Recipients: Most scholarships (nontransferable) cover single-room lodging and tuition only. Please review your scholarship award letter to verify and note your hotel assignment. Travel and lodging should be made by **January 20**, including changes, and will be approved on a case-by-case basis. Please notify NeighborWorks in advance if your travel plan has changed. Failure to check-in (No Show) may lead to a cancelled reservation. A hotel early departure fee will be assessed for scholarship recipients who checkout of the hotel early without notification to NeighborWorks. If hotel reservations were confirmed on your behalf and you did not cancel and then did not show up at the event, the hotel will assess a no-show charge to NeighborWorks America; this hotel no-show charge will then be billed to you or your organization. Please review your confirmation letter for assigned lodging and dates.

SPECIAL INFORMATION FOR NEIGHBORWORKS NETWORK PARTICIPANTS ONLY

Each NeighborWorks network training slot covers a round-trip airline or train ticket, and double-occupancy accommodations.

Accommodations: Each NeighborWorks organization's training slots covers shared lodging accommodation, and are not transferable without approval from NeighborWorks America. Please read your confirmation letter carefully for your hotel assignment. While we cannot guarantee your roommate preference, we make every attempt to match you with your preferred roommate provided that the hotel and check-in/checkout dates match. If your roommate does not arrive you may be paired with another roommate. If you would like to change from a shared to a single-occupancy room, the rate is \$99 per night and you or your organization must pay the cost for the full stay at the time of registration, or by no later than **January 20**.

If you are in a shared occupancy room:

Please note when opting for shared accommodations: I agree to all Roommate Guidelines and assume full responsibility for any risks of loss, property damage or personal injury that may be sustained by me as a result of my voluntary request to share a guest room with another NTI participant. I agree to hold harmless NeighborWorks America, its directors, officers and other employees from any loss, liability, damages or costs, including reasonable attorney's fees that may incur due to my participation in the guest room sharing program.

Travel: Contact Direct Travel at 1-866-492-9834 during business hours from Monday to Friday between 7:30 a.m. – 8:00 p.m. EST or email nwa@dt.com or nwanyc@dt.com to make your arrangements. Do not contact Direct Travel after its business hours, during the weekend or on holidays unless it is an emergency. Your airfare is covered through the use of a training slot or as authorized travel for faculty. Arrange your travel no later than **January 20**. Direct Travel will book the lowest available fare; in some cases it will be a non-refundable ticket. Direct Travel charges a fee to issue and make any changes, so please plan wisely. Direct Travel will schedule your return flight three hours after the end of your last class. NeighborWorks does not reimburse baggage fee(s) charged by the airline.

We recommend you not schedule your departing flight until 3 hours after your last course end time. Exceptions to the **100% Course Completion Policy** will not be granted or considered due to early departing flights.

Please ensure that you check your arranged lodging and travel dates closely. If you cannot secure a return flight to your home airport by 11:00 p.m. on the last day of your course, approval to stay an additional night at our expense will be considered. Request must be made by **January 20**; requests will not be considered after this deadline or onsite. Participants who are granted a “stay-over” extension, and elected a single-room accommodation for the entire stay, will be charged for the additional night. Please contact Customer Response at nti@nw.org for additional fee information.

TSA's Secure Flight Guidelines: Provide Direct Travel with your legal name (exactly as it appears on your non-expired, government-issued photo identification, e.g., state driver's license or your passport), date of birth, gender, and a phone number where you can be reached. For more information and guidelines, visit www.tsa.gov.

Arranging Your Own Travel: If you'd prefer to make your own travel arrangements and seek reimbursement, you must contact NeighborWorks at nti@nw.org for approval before purchasing your ticket. NeighborWorks staff will provide you with the details to facilitate your reimbursement. NeighborWorks will reimburse you or your organization for the fare up to the amount the ticket would have cost NeighborWorks America. If the cost of the ticket is less, you or your organization will receive the lesser amount. Reimbursements will be processed after the event. We recommend you not schedule your departing flight until 3 hours after your last course end time. Exceptions to the **100% Course Completion Policy** will not be granted or considered due to early scheduled flights.

Paying Your Own Expenses (POE): If a network organization has exhausted its training slots and staff plan to attend, you are responsible for arranging and paying for your travel and hotel accommodations.

Changes, Cancellation, Refunds and Substitutions: Change requests can be made by calling 1-800-438-5547 or by emailing nti@nw.org. Requests for course changes are subject to course availability. During the event, check the *Course Availability Board* and make changes at the on-site registration area.

Lodging change requests should be made by **January 20** and will be approved on a case-by-case basis. Please notify NeighborWorks in advance if your travel plan has changed. Failure to check-in (No Show) may lead to a cancelled reservation. If hotel reservations were confirmed on your behalf and you did not cancel and did not show up at the event, the hotel will assess a no-show charge to NeighborWorks America. The hotel no-show charge will then be billed to your organization. Please review your confirmation letter for assigned lodging dates. Lodging cancellations and substitutions must be made by **January 20**. If NeighborWorks covered your travel costs to attend the event and you need to cancel your registration, you must also contact Direct Travel at either nwa@dt.com or nwanyc@dt.com in addition to sending your email notice of cancellation to nti@nw.org.

To receive a full tuition refund, cancellation requests must be made by **January 30**; thereafter, the amount of refund or tuition credit, if any, will be determined by the date of the cancellation. Please refer to the NeighborWorks Training Institute Policies and Procedures by visiting www.neighborworks.org/training policies.

LOCAL TRANSPORTATION			
From Seattle/Tacoma International Airport (SEA) (hotels are located about 16 miles away)	For information, visit: http://www.portseattle.org/Sea-Tac/Pages/default.aspx		
Amtrak Rail Service (hotels are located approximately 15 minutes away by taxi)	AMTRAK (www.amtrak.com). The nearest Amtrak station is located at King Street Station approximately fifteen minutes from the hotels by taxi.		
PARKING AT:	Guest Self-Parking <i>Fee is charged to the room</i> <i>(with in/out privileges)</i>	Guest Valet Parking <i>Fee is charged to the room</i> <i>(with in/out privileges)</i>	Visitor <i>(with in/out privileges)</i>
Grand Hyatt Seattle	\$30*/day	\$49*/day	\$49*/day
Sheraton Seattle	N/A	\$57*/day <i>(without in/out privileges)</i>	\$57*/day <i>(without in/out privileges)</i>
Westin Seattle	\$47*/day	\$57*/day	\$57*/day
Renaissance Seattle Hotel	\$42*/day	\$52*/day	\$52*/day
Washington State Convention Center	N/A	N/A	N/A
* RATES ARE SUBJECT TO CHANGE/PLUS TAX			

IMPORTANT DATES TO REMEMBER			
	<u>Non-Network Deadline</u>	<u>Network Deadline</u>	<u>Scholarship Recipient Deadline</u>
▪ Travel Arrangements	N/A	January 20	January 30 <i>(Refer to Award Letter)</i>
▪ Hotel Change	N/A	January 20	January 30 <i>(Refer to Award Letter)</i>
▪ Substitutions	January 30	January 20 <i>(Lodging)</i>	N/A
▪ Cancellations	January 30	January 30	January 30

NeighborWorks America, Training ■ 999 North Capitol Street, NE, Ste. 900 ■ Washington, DC 20002
 (800) 438-5547 ■ (800) 834-3758 (fax) ■ nti@nw.org ■ www.NeighborWorks.org/training

TOP 10 THINGS TO KNOW ABOUT THE SEATTLE NTI

As busy as you are, it's tough to keep up with important details, so we've boiled the Travel and Logistics Guide down to the most important items here:

1

If you opt for a shared room, please assure your preferred roommate has the same hotel and arrival/departure dates, or you may not be paired together. Roommate changes will not be accepted after January 20 and changes will not be made onsite. Hint: Paying for an upgrade may be worth every penny. 😊

2

If you are booking your own lodging, be sure to ask the event hotel for the NeighborWorks/NTI event rate by no later than January 30 (subject to availability).

3

If NeighborWorks has arranged your lodging, let us know by January 20 if you can't get home before 11 p.m. so we can extend your hotel stay (subject to availability).

4

NTI hotels require a \$50 deposit per day (cash, credit or debit cards) to cover incidental expenses. If using a debit card or paying with cash the deposit amount due is \$50 times the number of days of your stay.

5

If you have special needs (i.e., anything related to the Americans with Disabilities Act), please alert us no later than January 20.

6

Schedule your return flight no less than 3 hours after your course end time. If you're leaving on Friday, courses end at 2:30 p.m. so book your flight to leave after 5:30 p.m.

7

Make sure your lodging dates and travel dates match, and double-check your dates and times before your travel is ticketed.

8

The substitution deadline is January 20 for those with NeighborWorks-booked lodging and January 30 for those making their own reservations. The deadline to make course changes or cancel and receive a refund is January 30.

9

Review and bring your personalized event transcript, which is emailed prior to the event. It contains your confirmed courses and classroom locations. It also contains your hotel confirmation if NeighborWorks arranged your lodging.

10

Pick up your name badge and welcome pamphlet at NeighborWorks America Onsite Registration -- located at the Washington State Convention Center starting Sunday, February 19 at 3:00 p.m.