

FREQUENTLY ASKED QUESTIONS

General Information

New Meeting Name: 2019 ASLA Conference on Landscape Architecture

Who Attends: Landscape architects, landscape designers, architects, educators, researchers, allied professionals, developers, students, product suppliers, manufacturers.

Why Attend: The ASLA Conference on Landscape Architecture is the largest gathering of landscape architects and allied professionals in the world, all coming together to learn, celebrate, build relationships, and strengthen the bonds of our professional community.

Dates: November 15 – 18, 2019

Location: San Diego Convention Center
111 West Harbor Drive
San Diego, CA 92101

Headquarters Hotel: Hilton San Diego Bayfront
1 Park Boulevard
San Diego, CA 92101

Registration Deadlines: Early Bird: July 12, 2019 11:59 pm PST
Advanced: October 16, 2019 11:59 pm PST
Onsite: After October 16, 2019

Conference Website: aslaconference.com

Registration Assistance:

Experient: Official Registration and Housing Bureau
Customer Service: 800-424-5249, within the U.S. or Canada, or 00-1-847-996- 5829, outside the U.S.
Hours: Monday-Friday, 9 am – 5 pm, EST
Attendee Email: ASLA@experient-inc.com
Exhibitor Email: ASLAexhibitor@experient-inc.com
Response Time: Usually within 1 business day, but no longer than 48 hours

Refunds: In the unfortunate event that you need to cancel your registration, refund requests must be submitted in writing to conferences@asla.org on or before **October 16. Registration is non-refundable after 11:59 PST on October 16.** Eligible refunds include basic fee registration only, minus an \$85 processing fee. Allow 4-8 weeks for all refunds. Tickets for workshops, field sessions, and special events are final and non-refundable from the date and time of purchase. No exceptions. Cancelled registration fees cannot be applied to membership fees, future conferences, or online learning.

Where and when is the next ASLA annual conference?

2020 ASLA Conference on Landscape Architecture

Miami Beach Convention Center
October 2 – 5, 2020

Onsite General Information

Onsite Registration Hours:	Thursday, November 14, 2019 Friday, November 15, 2019 Saturday, November 16, 2019 Sunday, November 17, 2019 Monday, November 18, 2019	8 am – 4 pm (exhibitors) 4 pm – 8 pm (attende 6:30 am – 7 pm 7 am – 6 pm 7 am – 6 pm 7:30 am – 3 pm
Governance Meetings: Hilton Bayfront	Wednesday, November 13, 2019 Thursday, November 14, 2019 Friday, November 15, 2019	Executive Committee Board of Trustees and Chapter Presidents Board of Trustees and Chapter Presidents
General Sessions:	Saturday, November 16, 2019 Monday, November 18, 2019	8 am – 9 am 2:45 pm – 4:15 pm
EXPO Hours:	Saturday, November 16, 2019 Sunday, November 17, 2019	9 am – 6 pm 10 am – 2pm
Education Session Time Blocks:	Friday, November 15, 2019 Saturday, November 16, 2019 Sunday, November 17, 2019 Monday, November 15, 2019	8:30 am – 11:30 am (New! Deep Dive Sessions) 1:30 pm – 3 pm 3:30 pm – 5 pm 11 am – 12:15 pm 2 pm – 3 pm 3:30 – 4:45 pm 9 am – 10 am 2 pm – 3 pm 3:30 pm – 4:45 pm 8:30 am – 10 am 2 pm – 3 pm 3:30 pm – 4:45 pm
Networking and Special Events:	Wednesday, November 13, 2019	Hunter Welcome Reception**
* Ticketed Event **By Invitation Only	Thursday, November 14, 2019	The Cultural Landscape Foundation (TCLF) Excursion * National Leader and Honorary Member Reception**
	Friday, November 15, 2019	ASLA Field Sessions* <i>Landscape Architecture Magazine</i> Advertising Awards Reception** TCLF Auction Preview** Emerging Leader Reception (students and ELs only) Landscape Architecture Foundation (LAF) Benefit*
	Saturday, November 16, 2019	EXPO Coffee/Book signings – meeting badge required EXPO Reception/Alumni Tailgate – meeting badge required
	Sunday, November 17, 2019	EXPO Breakfast/Book signings– meeting badge required Council of Fellows Investiture Dinner*
	Monday, November 18, 2019	Women in Landscape Architecture Walk The President’s Dinner: Presentation of Honors and Installation of Officers*

Pre-Registration Q&A

The online registration system does not recognize me as a member and is charging the nonmember rate.

Name entered and email address must be an exact match to the name associated with your member record, including any nickname, middle initial, married name, etc.

Can an alternate email address be used to register?

Register using the email address associated with your member record. If it's outdated, send the correct address and any other contact changes to membership@asla.org, after you register so your record can be updated. On the profile page of registration, add the correct email address to the additional email address line so you will receive your confirmation.

What happens if I don't use the email address associated with my member record?

The registration system will show the existing email address as not registered and the email address will continue to receive promotional emails. At the end of the conference, the email address will also receive the non-attendee Conference Survey because the system will assume that the member attached to that email was not registered therefore did not attend. Remember, even if the email is no longer active, use it to recognize your record, add your new email to the additional email line, then contact membership with your new information at membership@asla.org.

What does a full conference registration include?

Registration in the Professional, Associate, Student, Exhibitor Full Conference, and Emeritus categories includes admission to the opening and closing General Sessions, the new Deep Dive Sessions, all Education Sessions, the Professional and Student Awards Ceremony, all activities and PDH earning sessions in the ASLA EXPO (including the Saturday morning Coffee and afternoon Alumni Tailgate Reception and Sunday Breakfast). One-Day Registrations may attend these activities if they occur on the day they are registered.

What conference sessions and/or events require an additional fee?

Field Sessions (Friday), Workshops (Friday), Council of Fellows Investiture Dinner (Sunday), and the President's Dinner: Presentation of Honors and Installation of Officers (Monday) are all ticketed. Fees increase after the July 12 and October 16 deadlines. Events held by The Cultural Landscape Foundation (TCLF) and the Landscape Architecture Foundation (LAF), are also ticketed events.

Can I join ASLA before I register in order to benefit from the member rate?

Yes, of course! Go to <https://www.asla.org/Join.aspx> or contact membership@asla.org. Or if you prefer, the conference nonmember rate includes a one-year ASLA membership, including chapter dues.

Who qualifies as a guest and what can they attend?

Guest registration is limited to a spouse or significant other of a full registrant and not for landscape architecture professionals. Full registrants are limited to one guest registration. Guests do not have ticket purchasing privileges, however they may attend field sessions or dinner events if tickets are purchased by a full registrant. Guests receive access to General Sessions, the Awards Ceremony, and the EXPO Hall (including the Saturday [Alumni Tailgate](#)). **Education sessions are not included in guest registration.**

How many tickets may I purchase and is there a waiting list if the one I want is sold out?

Tickets to field sessions are limited to three total per full registrant and are sold on a first come, first served basis. Tickets to the Fellows Investiture Dinner and President's Dinner are unlimited while available. Tickets will not be sold at the door for any field session, workshop, or special event, but can be purchased at onsite registration while available. Individuals must be registered for the conference in order to purchase tickets to field sessions and workshops. Registration is not required to purchase the two dinner event tickets. All ticket purchases are final and non-refundable from the date and time of purchase. ASLA does not keep waiting lists for ticketed events.

Who do I contact to buy a table for the Fellows Investiture Dinner or President's Dinner?

Kelli Bland, 202-216-2328 or kbland@asla.org

Can I buy field session or workshop tickets for Friday and a one-day registration for another day?

No. One-day registrants are eligible to purchase tickets for meetings taking place on the day for which they are registered. Field sessions and workshops were not designed for one-day registrants. Individuals may purchase tickets for social events such as the Fellows Investiture Dinner and the President's Dinner regardless of their registration status.

Can non-registered faculty, alumni, or students attend the Alumni Tailgate?

The Alumni Tailgate in the EXPO - 4:30 pm – 6 pm on Saturday, November 16 is free to all registered attendees. Meeting badge required. Non-registrants may attend the Alumni Tailgate for the price of an EXPO Only pass, \$85 – professionals; \$20 – students with a valid student ID. Passes can be purchased online about 30 days before the meeting or at onsite registration. They are valid Saturday and Sunday during EXPO hours and will not permit entry in to any other areas of the conference except the EXPO.

Can I buy more tickets after I register?

Yes, pending availability. Registered attendees, including complimentary registrants, are able to log on to their registration dashboard at any time and follow the prompts to add ticketed events and/or hotel reservations.

How do I get a receipt, confirmation, or VISA letter?

Registration/housing confirmation includes receipt of payment and is generated through the online registration process. Access your online registration dashboard at any time to view, print, save, or copy your confirmation. Registrants may request visa letters as part of the registration process for a \$35 fee. Additional charges apply for original letters sent by express mail. Contact customer service at 00-1-847-996-5829.

Will I receive a packet before the meeting?

No. Attendees are encouraged to scan their QR code using the mobile app or confirmation email at the “Already Registered” kiosks at onsite registration. This process will quickly check attendees in and print their badge. Registration opens at 4:00 pm on Thursday, November 14 at the San Diego Convention Center and reopens at 6:30 am on Friday, November 15.

When can I download the Mobile App

The annual meeting mobile app will be available for download approximately 30 days before the conference.

Hotel Reservation Questions

How do I book a hotel room?

Booking a hotel room is part of the online registration process. Once you have completed your registration preferences, you will automatically be directed to your housing options. If you book a room when you register, you will automatically receive up to \$75 off the registration fee. The discount will show at check-out. You can also return to your registration portal to book your room later. Instructions will be included. ASLA has contracted discounted rates with [seven hotels](#) all within walking distance of the convention center. If someone is already registered, they can call 800-424-5249 (within the U.S. or Canada) or 00-1-847-996-5829 (outside the U.S.) Monday - Friday 9 am – 5 pm EST and provide housing agent with their registration confirmation # located above their name on their registration confirmation.

Can I call a room block hotel directly to make, change, or cancel a hotel reservation?

No. You will not have access to the discounted group rates, nor the registration discount for booking the block. Experient is the official housing bureau for the conference and they manage all reservations before they are downloaded to each individual hotel system. Changes and cancellations should go through Experient until October 25 and directly with the hotel after October 30. Hold any changes or cancellations for those dates in between, then call hotel directly after October 30.

I received an email, fax, or phone call from a company offering discounted hotel rooms for the conference. Should I book with them?

NO! BEWARE OF HOUSING POACHERS! Housing poachers or pirates are companies that prey on conventions and conferences. Invading group conference websites for information on exhibitors, sponsors, speakers, and any information on who might be attending. They claim to offer rooms at cut rate prices, but there is usually a catch. Rooms are prepaid and nonrefundable, do not exist at all, or guests are switched out to lower quality hotels before arrival. Before you book, always ask the caller if they work for Experient and if they are the official housing company for the meeting? Don't be a victim of the scam be safe, avoid them. Experient is the ONLY housing bureau authorized to book housing on behalf of ASLA. Also beware of scammers cloning the meeting website, or offering to sell the attendee email or mailing list. ASLA does not sell the conference attendee list to anyone.

Can I book a room without registering for the meeting?

We encourage everyone to register and book hotel reservations at the same time. If someone is attending only the Board of Trustees or the Chapter Presidents Council meeting, or just purchasing tickets to either the Fellows or President's Dinners and not attending the meeting, they can contact Kelli Bland at kbland@asla.org for access to the Housing Only link where they can make hotel reservations.

Will transportation be provided between the convention center and the seven official hotels?

No, all seven of the conference hotels are a short walk to the San Diego Convention Center. The Hilton San Diego (headquarters hotel) overlooks the water and sits directly across the street from Hall H of the convention center, the location of the General Session. The Hilton Gaslamp, Hard Rock, and Omni hotels are one to two blocks from the center at the beginning of the Gaslamp District. The Marriott Marquis is on the opposite end of the convention center, also overlooking the water. The Residence Inn Gaslamp and the Pendry are no more than four and five blocks, located in the heart of the Gaslamp District.

Education Program Questions

What are the levels of sessions offered at the conference?

Unless otherwise noted, the instruction level of the conference education sessions will be intermediate or advanced, appropriate for an experienced, professional audience.

Does the conference offer Continuing Education Units (CEU)?

Yes, professional development hours (PDH) is the term that ASLA and the Landscape Architecture Continuing Education System™ (LACES™) use to describe how much credit a course carries. ASLA registers appropriate education programs with allied professional organizations including the American Institute of Architects, the American Institute of Certified Planners, the International Society of Arboriculture, and the U.S. Green Building Council.

How do I access my PDH Certificates?

Go to the conference mob app and complete the session evaluation for each session you attended. Once complete, you will be able to download your session certificates.

What are Deep Dive sessions?

New this year, three-hour Deep Dive sessions are engaging, in-depth programs that explore specific landscape architecture topics.

What sessions require advance registration?

Only ticketed workshops and field sessions require advance registration. General sessions, Deep Dive Sessions, and Education Sessions do not require registration and are included in all registration categories except Guest, Exhibit Booth Personnel, EXPO Only, and Ticket Only.

How can I speak or be considered to speak at the ASLA Conference?

All education session speakers are selected through a Call for Presentations process. The Call is released in December of the year prior to the meeting.

EXPO and Exhibitor Questions

Are children allowed in the EXPO floor?

Yes, children are permitted in the EXPO during show hours, however they must be accompanied by an adult at all times. Children under 18 are admitted free of charge. Children under 18 are not permitted on the show floor during move-in or move-out or during non-show hours.

Is there PDH earning education in the EXPO?

Yes, PDH can be earned through PPN Live, Explore the Floor (formerly PPN Tours), and Learning Labs. While these sessions are open to all EXPO attendees, priority will first be given to full registrants for those sessions with limited capacity.

We are interested in becoming an exhibitor or sponsor. Who do we talk to? For information about exhibiting, sponsorships, or becoming an ASLA Corporate Member, contact ASLA's sales department at 202-216-7853 or advertising@asla.org. Learn more at advertise.asla.org/expo.

Can an exhibitor attend general sessions and education sessions? An exhibitor with an Exhibitor Full Conference registration has all of the conference privileges of a full conference registrant and may attend all sessions and the awards ceremony. An exhibitor with a Booth Personnel registration is limited to the EXPO. The Monday afternoon awards ceremony is open to all.

Can I offer my clients a discounted pass to visit my booth?

Approximately 30 days before the conference, exhibitors will receive a link to a Complimentary EXPO Only Pass unique to their company. All exhibitors need to do is send this link to anyone they want to invite to the EXPO, and those individuals will be able to register themselves for a complimentary EXPO only pass (valued at \$85 per person). The pass is valid for both Saturday and Sunday for all EXPO activities. The fee will be deducted from when the registration when the registrant completes the registration process at check-out, giving them a free EXPO only pass.

Can I book a block of rooms for my booth staff? Yes, exhibitors requiring ten (10) or more rooms may use the Request a Block feature as part of the online registration and housing process. When you reach the housing portion of the process, exhibitors will be given the option to request a block of ten or more rooms. Accept the option to move forward, and follow the prompts.

I would like to hold a meeting for my team onsite or find space for a special event. Can you help with that? There is limited meeting space available at the convention center during conference hours, however, if it is available, we are happy to assist. We have connections at our headquarters hotel, all six overflow hotel properties, several offsite venues, as well as the San Diego Convention and Visitors Bureau. Exhibitor and sponsor meetings and events should not conflict with scheduled conference sessions or events. For more information, contact conferences@asla.org.

Can I serve food, bring in entertainment, or set-up a bar in my booth?

The answer to all three is yes, however timing is important. In consideration of the booths around you, entertainment should be limited to the hours of the EXPO reception on Saturday from 4:30 pm – 6 pm and the sound kept within the confines of the booth. All food and beverage must be purchased from Centerplate, the exclusive caterer for the San Diego Convention Center. Booth catering menus can be found in the Exhibitor Service Kit.

For additional annual conference information, go to: aslaconference.com