



FREQUENTLY ASKED QUESTIONS (FAQs)

When and where is the 2021 Annual Conference & Showcase?

The 2021 RPA Annual Conference & Showcase will be held over the dates of April 28-30, 2021 at the Embassy Suites by Hilton Orlando Lake Buena Vista South. The hotel is located at:

Embassy Suites by Hilton Orlando Lake Buena Vista South
4955 Kyngs Heath Road
Kissimmee, FL 34746

What COVID-19 policies and procedures will RPA enforce during the 2021 Annual Conference & Showcase?

RPA wants to ensure that the health and safety of each attendee is at the forefront of our minds. As a result, Conference attendees and staff will be expected to adhere to all Osceola County COVID-19 policies and procedures that are in place at the time of our 2021 Annual Conference & Showcase. The hospitality industry has worked exceptionally hard during these past few months to ensure a safe and enjoyable in-person meeting experience. Please check out our [COVID-19 Webpage](#) for additional hotel, airline, city, county, and local attraction resources.

What happens if the 2021 Annual Conference & Showcase is rescheduled or canceled due to COVID-19?

RPA is closely monitoring travel restrictions and other protocols in place related to COVID-19 and being able to hold RPA's 2021 Annual Conference and Showcase during our April dates. The health of our attendees is our highest priority, and during the planning process RPA will be following all safe meeting protocols that have been put in place by the property and Osceola County. If RPA needs to reschedule its Annual Conference to a date later in the year, RPA will distribute a complete refund for all registrations and hotel reservations, or if the attendee prefers, will defer their fees to the rescheduled date.

How do I register for the event?

Attendee registration will open on November 2, 2020! To register for the 2021 Annual Conference & Showcase, please visit our [Attendee Registration](#) webpage. The following dates/rates are applicable to attendee registration:

Early Bird Registration (November 2, 2020 – February 19, 2021): \$175
Regular Registration (February 20, 2021 – April 27, 2021): \$225
On-Site Registration (April 28, 2021): \$250

If you have any questions regarding attendee registration, please contact [Stacie Binnix](#).

[How do I make my hotel reservation?](#)

A rooming block has been setup at the Embassy Suites by Hilton Orlando Lake Buena Vista South at the discounted RPA group rate. To receive the discounted rate, you must make your hotel reservations by the cut-off date of April 5, 2021. You can make your reservation [online](#) or by calling the hotel at 407-597-4000 and referencing the group code “RPA”.

[What is included with my hotel reservation?](#)

The Embassy Suites Hilton by Orlando Lake Buena Vista South is offering a block of rooms with the options of 1 King bed and 2 Queen beds at \$165 per night (not including tax) over the dates of RPA’s Annual Conference and Showcase. The room rate includes complimentary Wi-Fi and self-service parking. The hotel has an outdoor pool, business center, and fitness center for you to use free of charge as well.

[What time is check-in/check-out at the hotel?](#)

Check-in is at 4pm and check-out is at 11am.

[What airport should I fly into?](#)

Orlando International Airport (MCO) is the closest airport to the Embassy Suites Hilton Orlando Lake Buena Vista South. The airport is a 19-mile drive to/from the hotel.

[Where can I find a schedule of events?](#)

Check out the [RPA Conference Program Schedule!](#)

[Are you offering any discounted tickets to local attractions?](#)

RPA is pleased to offer its registered attendees the opportunity to purchase discounted tickets to local Orlando attractions. After the Conference ends Friday, make a weekend of it and stay and enjoy Florida’s outstanding theme park attractions. Visit the links below and to secure you tickets today for Universal, SeaWorld, Walt Disney World, and other local area attractions.

[Universal Studios](#)

[SeaWorld](#)

[Walt Disney World](#)

[Experience Kissimmee](#)

[What are some local dining options?](#)

The hotel has [Kyngs Grille](#), [Oasis Lounge](#), and [the Market Place](#) available for on-site dining. If you are looking for off-site restaurants, be sure to check out the recommended [local dining options!](#)

[I’m interested in becoming a sponsor for the event. How do I go about this?](#)

Check out our new sponsorship packages for the 2021 Conference on the [Sponsorship](#) webpage! For any questions or additional details, contact [Cathy Vick](#).

[Are there any Company Meeting Rooms available and how do I request one?](#)

There are four company meeting rooms available for use at the 2021 RPA Annual Conference & Showcase. Visit the [Company Meeting Room](#) webpage for additional details and contact [Stacie Binnix](#).

[I'd like to exhibit at the 2021 RPA Annual Conference & Showcase. How do I go about this?](#)

Our [Showcase Exhibitors](#) webpage lists content such as booth prices, the exhibit floor plan, and the exhibitor rules & regulations. The following dates/rates are applicable to exhibitor registration:

Early Registration: October 5, 2020 – November 1, 2020

Regular Registration: November 2, 2020 – April 26, 2021

A-la-carte booth prices remain the same as 2020, but we have added a premier single booth space with extra space for social distancing:

Traditional 10x10 Single Booth: \$2,200

Premier Socially Distant 10x12 Single Booth: \$3,000

10x20 Double Booth: \$3,600

Your traditional single booth and premier single booth purchase includes up to three attendee registrations and your double booth purchase includes up to six attendee registrations.

For additional information or any questions, contact [Cathy Vick](#).

[Is RPA on social media?](#)

Follow along on our social media pages for updates about RPA and the 2021 Annual Conference & Showcase!

[Facebook](#)

[Instagram](#)

[Twitter](#)

[Is there an event hashtag I can use on my social media platforms?](#)

Make sure to use RPA's event hashtags when posting to social media! The 2021 Annual Conference & Showcase hashtags are #RPA2021, #PowerofPackaging, & #BacktoPack.

[Is there a Conference App?](#)

Yes, RPA has a designated app for the 2021 Annual Conference & Showcase! Be sure to download the app and create a log-in before the start date of the event. For assistance, check-out the [app download instructions](#).

I can no longer attend. How do I cancel my registration and hotel reservation?

Hotel Cancellation Policy:

The Embassy Suites by Hilton Orlando Lake Buena Vista South has a 72-hour cancellation policy. If you need to cancel your hotel reservation [log-into your reservation](#) and click “Manage Existing Reservation” or you can call the hotel directly at 407-597-4000.

Attendee Registration Cancellation Policy:

RPA’s priority is the health and safety of all attendees. In the event you need to cancel your conference registration, full refunds will be given.

Please contact [Stacie Binnix](#) if you need to cancel your attendee registration.

Exhibitor Cancellation Policy:

Before February 5, 2021: cancellation with full refund*

Between February 6 - March 1, 2021: cancellation with partial refund*

After March 1, 2021: no refund

*Any exhibitor refunds will be charged a \$75 service fee

Please know that if show dates have to change for any reason, all booth and registration fees will be refunded in full.

Please contact [Cathy Vick](#) if you need to cancel your exhibitor registration.

I have a specific question, who can I contact?

Exhibit and Sponsorship Questions: [Cathy Vick](#)

Registration and Company Meeting Room Questions: [Stacie Binnix](#)

Event and Hotel Reservation Questions: [Maria Koustenis](#)

