

## ***From the Conference Coordinator's Desk, Janet Skiles***

### ***2015 SLC Important Information & Updates #2 – Lodging Issues & Payment***

January, 2015

## **IMPORTANT 2015 SLC LODGING GUIDELINES**

**Happy New Year to All!**

**Here are a few important upcoming dates:**

**Friday, January 10, 2015**, is the final date for region advisers to submit their online list of RLC winners.

**Wednesday, January 14, 2015**, is the **POSTMARK** deadline for SLC online registration and registration payment

**Wednesday, January 14, 2015**, is the **RECEIVED** by deadline for SLC lodging forms reservations

**Wednesday, January 21, 2015**, is the **POSTMARK** deadline for SLC Lodging Payment

With only eight working days until the January 14 deadlines, please take time today to review (and make necessary changes if applicable), to your Lodging Summary/Rooming List Financial Statement for two very important reasons: incorrect lodging forms and/or outstanding balances will cause your school to lose its place in the lodging order. Reviewing your forms now for accuracy and making sure payment in full has been made or will be postmarked by January 21 will insure that your school will be housed according to your lodging preferences.

This year, we anticipate SLC attendance to be right around 4,300 members, advisers, and guests----I'm sure you understand the complexity of fulfilling 3800 requests for lodging—especially in light of the fact that 95% of the lodging forms list Hershey Lodge or Hotel Hershey as their first choice. With only 660 rooms at Hershey Lodge and about 200 rooms at Hotel Hershey, assigning rooms is similar to putting a huge puzzle together. This complex puzzle takes at least 10 weeks to complete from beginning to end. With your help in making sure your chapter's lodging forms are correct and payment is mailed by the postmark deadline date, the amount of time/work it takes us to place all schools will be dramatically reduced. We appreciate your extra effort!

While reviewing the SLC lodging forms currently submitted, the two most common types of errors we are finding are:

1. **"Room Type"** selected does not match the number of students and/or advisers from your school that you have placed in a room. (particularly for shared rooms) For example: **Two (2) students would like to share their room with two students from another school to make a quad. The "Room Type" selected should be a double with each student occupying the room paying the double rate.** In the SPECIAL NEEDS REQUEST textbox, you would then explain that Room #5 (or whatever the room number is) is looking for 2 students to make a quad. AFTER the conference, if four students check into the room, you may submit the online refund form for the difference in price between a double and a quad. You can no longer assume that just because you selected to "share" a room(s), a roommate(s) will be found.
2. **Payment is incorrect or payment has not been mailed.** The amount due for lodging is determined by the "Room Type" selected and the number of names entered into each room. By selecting a quad and placing two students in the room results in an underpayment meaning that your lodging invoice has not been paid in full. Check with your finance office NOW to adjust your payment amount (if necessary) and find out if and when your check is being mailed.

Before we can assign housing for your chapter, your lodging forms must be correct and your SLC lodging invoice MUST be paid in full. PA FBLA accepts school checks, personal checks, money orders made payable to PA FBLA, credit cards, or a school Purchase Order. If a purchase order is submitted for payment, the final payment MUST BE RECEIVED 30 DAYS BEFORE THE OPENING DAY OF THE CONFERENCE which is Friday, March 13, 2015.

To confirm that your chapter's lodging forms are correct and the accurate amount has been or will be paid by the postmark deadline of **January 21, 2015**, follow the link below to the complete set of guidelines outlining lodging procedures for non-sharing schools and schools requesting to share rooms. Failure to follow the directions, make the necessary corrections (if applicable), and pay your school's SLC Registration and Lodging invoices in full will result in your chapter losing its place in the lodging order. However, once payment is received, we will assign your chapter housing based on your lodging preferences and availability at that time.

## **GUIDELINES FOR SELECTING ROOM TYPES: (single, double, triple, quad)**

### **Advisers – may select single or double rooms (no triples or quad rooms are available for advisers/adults)**

Advisers selecting a single room will have one (1) bed; a request for a double will have two (2) beds.

### **Students – may select double, triple or quad rooms (no single rooms are available for students)**

Students selecting a double will have one (1) bed; a triple and quad will have two (2) beds.

Chapters are not required to share rooms with other schools. If you would like to have your student(s) share a room(s) with another school or you would like to share your room with one other adviser from another school, we will continue to fill the rooms as we have done in the past. Requesting to share does not guarantee we will find a match for you. Therefore, when building your rooming list, select the “Room Type” for each of your rooms based on the number of students and advisers from your school only. Sharing is nonexistent until roommates are found.

The remainder of this document provides:

1. Steps to verify lodging requests for Non-sharing schools and schools requesting to share rooms
2. Examples of how to select the “Room Type” for sharing schools.
3. Payment information
4. Credit Card Processing Procedures
5. SLC Registration/Lodging Refund Procedures
6. Additional SLC notes regarding internships and opportunities being offered at the SLC

### **For Non-sharing Schools, review Items 1, 2, and 3 below.**

### **For SHARING Schools, review Items 1, 2, and 4 below.**

#### **Item 1. Cross Reference SLC Registration Report against SLC Rooming List**

Verify that every student listed on your SLC Registration Report requiring lodging has been assigned to a room on your rooming list.\* Adding students AFTER housing has been assigned is nearly impossible. Adding one more student or one more room to a school’s rooming list sounds easy. However, it could take hours to reconfigure a floor to add one more person to a room or one more room to your rooming list. The bottom line is, there may not be a possible solution except to move the school to a different hotel. Cots or rollaway beds are not available at Hershey Lodge or Hotel Hershey. Housing five in a room is not permitted at these two hotel properties due to fire marshal regulations. Please—double check to make sure all students needing lodging from your school have been assigned to a room.

\* State-only finalists should **NOT** be listed on your Registration Report or your Rooming List at this time. You will be given an opportunity to add these students once notified by the executive director with the final announcement coming no later than January 17.

#### **Item 2. Sunday Night Lodging** (if your plans involve arriving on Sunday)

Verify that you have selected all rooms on your rooming list that will be arriving on Sunday. Adding a Sunday night to a room after lodging assignments have been completed is based on availability. If you plan to arrive on Sunday, your chapter will be assigned to the same hotel all three nights of the conference.

#### **Item 3. For Non-Sharing Schools only** (if you are sharing, skip to Item 4.)

1. Be sure you have selected the correct Plan Package.  
    Plan A – 2 nights lodging; 5 meals  
    Plan B – 2 nights lodging; no meals
2. Plan A - double check your hotel rankings for your lodging preference  
    Plan B - no need to rank hotels – Days Inn has been reserved for you.
3. Skip the “Sharing rooms” section since it is not applicable to non-sharing schools
4. Type in any special needs instructions (ie. physical disabilities, meal restrictions, etc.) in the SPECIAL NEEDS REQUESTS text box in Step 2 of the online lodging system
5. Communicate with your business manager (or check writer) on the status of your payment.

6. Thank you for reviewing each of the items above and taking action if necessary.

**Item 4. Sharing Schools (it is critical that you follow the directions when completing your chapter's lodging forms;**

otherwise, your chapter cannot be assigned housing until the forms are corrected for two reasons: 1) forms must contain correct data so we house your chapter properly; 2) payment will be inaccurate until corrections to your rooming list have been made)

1. In Step 1, be sure you have selected the correct Plan Package.  
Plan A – 2 nights lodging; 5 meals  
Plan B – 2 nights lodging; no meals
2. Plan A – double check your hotel rankings for your lodging preference  
Plan B – no need to rank hotels – Days Inn has been reserved for you.
3. In Step 2, you must indicate your “Sharing Preference.”  
Next to “Sharing with:” from the drop down menu, you have two choices –  
....> “No sharing preference” to indicate you do not have a preference with whom to share; or  
...> “Select the name of the school” with whom you want to share.\*\*

\*\*Before selecting a specific school with whom you plan to share, communicate with the adviser from that school to make sure you both agree on the following:

- A. Did we both select the same Plan Package (Plan Package A or Plan Package B)?
- B. Did we both select the same Hotel Rankings? (“1” being your first choice; “8” your last)
- C. Did we both select each other's school from the drop down menu?
- D. Did we both identify in the **SPECIAL NEEDS REQUESTS TEXTBOX** which room(s) are sharing?

If you say NO to A, B, C or D above, please correct your rooming list.

Please note: If you have identified the school with whom you want to share using the pull down menu in Step 2 of the online lodging form, both schools should submit their lodging forms on or around the same date. We use the stamped date and time on the lodging forms to assign housing. If two schools are planning to share and one school submits their lodging forms on December 15 and the other school submits their forms on January 10, we use the January 10 date for assigning housing.

4. In Step 2, type in any **SPECIAL NEEDS REQUESTS** (ie. physical disabilities, meal restrictions, etc. PLUS
5. In Step 2, use the **SPECIAL NEEDS REQUESTS** textbox to key in any sharing instructions. (see information below)
6. In Step 3, for shared rooms, select- Guest Type, Room Type, and Add a Room following these guidelines:

**BEFORE moving further, PLEASE READ the following message:**

**One of the most common errors made when requesting to share rooms is selecting the incorrect room type.** We cannot guarantee that we will find a match out of the small number of schools requesting to share nor can we absorb the expense of sleeping rooms that are partially filled. The difference in pricing from a single to a quad room is based on occupancy. Additionally, once rooms are filled, we have no control over cancellations or no-shows. At the time lodging forms are submitted, neither you nor I know if roommates will be found. Furthermore, even after housing has been completed, we still will not know how many individuals will occupy a room until hotel check in.

**When requesting a “shared room,” you can only request a “Room Type” based on the actual number of advisers/students needing housing from your school.** Even though you selected “sharing,” consider the “other school” to be nonexistent when filling out your rooming list since we have no way of knowing if roommates will be found.

EXAMPLE, if you are the lone female adviser from your school attending and you are requesting a roommate from another school, you must select **SINGLE and pay the SINGLE RATE—Plan A of \$515; Plan B \$371**. If we find a roommate for you, then AFTER the conference, you may request a refund for the difference in cost between a single and double. Paying the double rate assuming we will find a roommate for you will only delay assigning lodging for your school. When we review the lodging forms near the end of January, if we find that your forms need revised, they will be pulled from the lodging order and placed in an “unpaid” folder until payment is received in full. Once payment is received, we will assign your chapter housing based on your lodging preferences and availability at that time.

## For an Adviser – select . . . (FOR SHARED ROOMS)

Guest Type – Select **ADVISER** (chaperone or adult guest)

Room Type – King (**is your only choice** regardless as to whether you want a single room or you are requesting a roommate for a double room)\*\*\*

Add a Room – enter your name from the pull down menu (if you plan on a Sunday arrival, tick Sunday arrival.)

## For Student – select . . . (FOR SHARED ROOMS)

Guest Type – select **STUDENT**

Room Type – select double or triple based on the number of your OWN students you are placing in the room. IF YOU HAVE ONE STUDENT OR TWO STUDENTS, SELECT A DOUBLE; THREE STUDENTS, SELECT A TRIPLE. The price you pay will be determined by your entry.\*\*\*

Add a Room – enter the name(s) of your students you want housed in each room. (If you plan to arrive on Sunday, tick Sunday Arrival.)

\*\*\*If you are requesting roommates from another school, you need to provide details in the SPECIAL NEEDS REQUEST textbox in Step 2 of the online lodging system indicating which rooms are being shared and if you want us to find one, two, or three roommates.

7. Thank you for taking the time to review your lodging forms and make any necessary corrections.

**PAYMENT MUST BE MADE BY THE DEADLINE DATE.** ANY CHAPTER THAT DOES NOT HAVE FULL PAYMENT MAILED BY THE POSTMARK DEADLINE – JANUARY 21, 2015, WILL LOSE THEIR PLACE IN THE LODGING ORDER. PAYMENT MUST BE MADE FOR THE AMOUNT SHOWN ON THE INVOICE. DO NOT ALTER THE AMOUNT TO REFLECT SHARED ROOMS. REFUNDS WILL BE ISSUED AFTER THE CONFERENCE FOR ANY OVERPAYMENT. SIMPLY COMPLETE THE ONLINE REFUND REQUEST AFTER THE SLC.

### Mail SLC REGISTRATION PAYMENTS AND LODGING PAYMENTS to:

PA FBLA SLC  
Mr. Bruce E. Boncal  
PA FBLA Executive Director  
P.O. Box 5085  
Jersey Shore, PA 17740

## SLC RECEIPTS

Any chapter needing a receipt showing payment for registration and/or lodging is asked to contact Bruce Boncal following the State Leadership Conference. PA FBLA will generate a receipt showing payment for these expenses. The hotels will not provide a receipt.

## CREDIT CARD CHARGES AND PROCESSING

All credit card payments must be accompanied by a Credit Card Processing Form (The Credit Card Processing Form is our transaction documentation) AND the transaction receipt generated by PayPal. You do not need a PayPal account to use this site. Below are the steps for processing a credit card transaction using PayPal:

1. Log on to pafbla.org.
2. Click the **Credit Card Payments** menu on the left side of the home page.
3. After reading the brief snippet, scroll down to selection **#4, State Leadership Conference Credit Card Processing Form**
4. **Complete the Credit Card Processing Form BEFORE moving on to Step 5.**
5. Enter the **Name of Person** submitting the transaction
6. Enter the **Name of School**
7. Click **"Pay Now."**
8. On the "Your Order Summary," enter the **"Item Price."** (This amount is on **LINE 1** of your Credit Card Processing Form. This is the amount to be charged excluding the 3% convenience fee.)
9. Click **Update**. (Notice that a line item called "Tax" appears. Tax is not added to your order. The "tax" is actually the 3% convenience fee.)
10. **Choose a Way to Pay:** Use PayPal account if you have one; if not, select **"Don't Have a PayPal Account."**
11. If you select, "Don't Have a PayPal Account, select **"Pay as a PayPal guest."**
12. Enter requested information. When done, click "Continue" and follow the prompts on the screen.
13. Complete the Credit Card information requested. Click "Review and Continue."

14. Follow the remaining steps. Print a copy of your transaction receipt and the completed Credit Card Processing Form. Save a copy for your records. At the conclusion of the transaction, send Bruce Boncal, Executive Director a copy of these two documents by email. Bruce's email address is: ([bboncal@pafbla.us](mailto:bboncal@pafbla.us))

School districts, advisers, and parents may charge SLC expenses, such as Plan Package Lodging and/or Meals, Sunday night lodging, Commuter Fees, Personal Ads for the SLC program, and other conference-related miscellaneous expenses.

### **SLC REGISTRATION/LODGING REFUND POLICY**

Due to the cost impact cancellations have on guaranteed revenue to the Hershey Lodge, Hotel Hershey and overflow hotels, registration/lodging refunds will be made under the following conditions:

- All SLC refund requests must be made in writing using the **PA FBLA SLC Refund Request Form** published on the home page of the PA FBLA web site in the 2015 State Leadership Conference Information.
- Full SLC registration refunds will be made until January 14, 2015. A 50 percent registration refund will be made from January 15, 2015, to March 28, 2015. No registration refunds will be given for requests made March 29, 2015, or later.
- Full SLC lodging refunds will be made until January 21, 2015. From January 22 until March 28, 2015, a 50% will be made. No refunds will be given for requests made March 29, 2015, or later. No refunds will be given for cancellations made while checking in to the hotel on April 12, (if applicable) or April 13 or April 14.

Our goal to have correct lodging forms and payment from every chapter before we begin assigning rooms early in February. As mentioned above, the entire process takes close to 10 weeks. With your help and if all goes as planned, we will announce hotel assignments no later than two weeks before the opening day of the conference which is the week of March 29. If you have any questions, please let me know.

Janet

Janet F. Skiles  
PA FBLA Conference Coordinator

#### **Additional SLC Notes:**

Once again this year, in conjunction with Hershey Lodge and Cybis Communications, we will be offering internships to PA FBLA members who have strong interest in Hospitality Management or Media Communications. These internships are open to any FBLA member (member does not need to be registered for the SLC) and will take place during the SLC. More details regarding the application process will be available soon.

Any member who has qualified to attend the SLC and can sing the National Anthem acapella will be given an opportunity to audition for the honor to sing the National Anthem during the Opening Session on Monday, April 13. More details on the audition procedures will be available soon.

Sunday afternoon and evening activities will also be published soon.