

FREQUENTLY ASKED QUESTIONS

If I pre-registered, when will I receive my name badge?

For registrations received by Aug 31st, your name badge (and banquet ticket if applicable) will be mailed by Sep 30th. For registrations received Sep 1 - 30th, name badges will be mailed by Oct. 21st. For registrations received in Oct, the name badge will be mailed by Oct. 31st.

I pre-registered but never received my name badge in the mail. How do I get it?

Go to the Name Badge Reprint station at the Conference Registration Desk to print a replacement badge.

I pre-registered and received my name badge, but forgot to bring it. How do I get a replacement?

Go to the Name Badge Reprint station at the Conference Registration Desk to print a replacement badge.

I have not pre-registered for the conference. Where do I go?

You can register at the Registration window of the Conference Registration Desk. Payment may be made by cash, check, or credit card.

I lost my name badge at the conference. How do I get a replacement?

Go to the Name Badge Reprint station at the Conference Registration Desk to print a replacement badge.

Where are the books?

The Exhibit Hall is located in the Galleria Exhibit Hall on the lower level of the Hilton. Please see the listing on page (2) for the exhibit hall hours and page (108) for a listing of exhibitors.

Where is the Conference Registration Desk?

The Conference Registration Desk is located on the first floor of the Hilton. Please see the map in the back of the program for further details. Please see the listing on page (2) for the Conference Registration Desk hours.

I didn't purchase a banquet ticket when I pre-registered, can I still get one?

To purchase a ticket before Oct. 16, 2015, please email meeting@etsjets.org. Tickets will be available for purchase on site until 6pm Tuesday (while available) at the Registration window of the Conference Registration Desk.

I'm looking for a teaching position. Are there any job postings at the conference?

Job postings are listed on the ETS website at www.etsjets.org/employment/overview.

Our institution has a job opening, how can we advertise this at the conference?

Job postings may be posted on the ETS website by emailing the posting information to contact@etsjets.org.

How can I get a copy of a presentation I attended?

ETS does not collect the individual presentations. To obtain a copy you can request one from the speaker.

What is the conference refund policy?

Registration and banquet ticket purchases made before Oct. 16, 2015 are fully refundable. Requests must be made in writing and submitted to the ETS office no later than Oct. 31, 2015. To submit your refund request electronically, send it to meeting@etsjets.org. Fax requests should be sent to (502) 897-4386. Our mailing address is 2825 Lexington Rd., Box 927, Louisville, KY, 40280-0001. No refund requests will be accepted after Oct. 31, 2015.

Do I have to have my name badge to go in the exhibit hall?

Yes. No one will be granted admission to the exhibit hall without a name badge.

I'm not a member but would like to become one. Can I apply for membership at the conference?

Yes. Although it's best to apply for membership before the conference, you can submit a membership application on site. The form may be found in the back of the program. Turn in your application at the Registration window of the Conference Registration Desk.

I'm not a member of ETS, but would like to receive JETS. How can I subscribe?

You can subscribe via our website, www.etsjets.org, or you can fill out the JETS subscription form found in the back of the program and turn it in at the Registration window of the Conference Registration Desk.

Can I get free WiFi in the Hilton?

There is free WiFi at the Marketplace, Southern Elements lounge area and there is a complimentary computer station in the rear of the Main Lobby.