



## FREQUENTLY ASKED QUESTIONS

### GENERAL INFORMATION

#### WHERE IS ELEVATE 2020 BEING HELD?

The Elevate 2020 Intalere Member Conference is being hosted at the Gaylord Opryland Resort and Convention Center in Nashville, TN. The resort is located at 2800 Opryland Drive, Nashville, Tennessee 37214.

#### WHAT TRANSPORTATION SHOULD I USE FROM THE AIRPORT TO THE HOTEL?

##### Airport to hotel:

- **Driving:**

- o Companies offering rental vehicles at the Nashville International Airport (BNA) include Advantage, Alamo, Avis, Budget, Dollar, Enterprise, Hertz, National, Payless, and Thrifty. Check where to find your preferred rental car facility on the [BNA website](#).
- o If driving yourself from the airport to the hotel, you will exit the airport onto Interstate 40 West. Follow Interstate 40 West to exit 215B and merge onto TN-155 North/Briley Parkway. Continue on Briley Parkway to exit 12 for McGavock Pike toward Opryland Hotel/Convention Center/ Music Valley Drive. Merge onto McGavock Pike, then turn left at Music Valley Drive towards Opryland Dr. The hotel is on the left.

- **Hotel Shuttle:**

- o There will be a shuttle running every 30 minutes between 7 a.m. and 6 p.m. The shuttle will run back and forth between the airport and the resort. Tickets for the shuttle can be purchased for \$19 one way or \$35 round trip. If you are interested, please contact a hotel representative at 615-883-2211 to make your arrangements.
- o When at the airport, the shuttle will pick up on Level 1 in the new Terminal Garage. Exit the terminal on Level 1 and turn right. Follow the sidewalk and pedestrian canopy to the Terminal Garage. Overhead signs will direct you.

- **Lyft and Uber:** Rideshare pick-ups are available on Level 1 in the new Terminal Garage. Exit the terminal on Level 1 and turn right. Follow the sidewalk and pedestrian canopy to the Terminal Garage. Overhead signs will direct you. Please note, prices will vary.

- **Taxi:** Taxicabs pick up on Level 1 in the new Terminal Garage. Exit the terminal on Level 1 and turn right. Follow the sidewalk and pedestrian canopy to the Terminal Garage. Overhead signs will direct you. From the airport, the meter starts at \$7 and the rate is \$2.10 per mile. There is a flat rate of \$25 to the downtown area and the Opryland Hotel area, plus an additional passenger charge of \$1 when accompanying original passenger and proceeding to same destination. Check with your taxicab company of choice (or with your driver at the airport) for more information on fares.

##### Hotel to airport:

- **Driving:** Exit the resort onto Opryland Drive towards TN-155 S. Turn right onto TN-155 S. Continue on TN-155 S to exit 6A for I-40 E toward Knoxville. Then, take exit 216A toward the International Airport. Continue onto Terminal Drive and follow signs for the appropriate vehicle or passenger drop off. If driving a rental vehicle, be sure to check with your rental car company to coordinate where and when you must drop off the vehicle.



## FREQUENTLY ASKED QUESTIONS

### GENERAL INFORMATION (CONTINUED)

- **Hotel Shuttle:** There will be a shuttle running every 30 minutes between 7 a.m. and 6 p.m. The shuttle will run back and forth between the airport and the resort. Tickets for the shuttle can be purchased for \$19 one way or \$35 round trip. If you are interested, please contact a hotel representative at 615-883-2211 to make your arrangements. When you exit the Cascades Lobby, turn right and follow signs for the airport shuttle pick-up area.
- **Lyft and Uber:** Rideshare pick-ups are available for guests just outside of the Cascades Lobby. Prices will vary.
- **Taxi:** Taxis are available for guests of the resort and are located just outside of the valet area. Indicate to your driver which airline you will be flying with to determine the appropriate drop off point at the airport. The average fare from the resort to the airport is \$25. Check with your taxicab company of choice for more information on fares.

#### WHAT IS THE CONFERENCE SCHEDULE?

The conference schedule is available on the Elevate 2020 [website](#).

#### WHAT IS THE ATTIRE FOR THE CONFERENCE?

The majority of this event is business casual. The Intalere Healthcare Achievement Awards Dinner on Wednesday, May 13, is business. We recommend a sport coat for gentlemen. Be sure to check the long-range weather forecast the day before you leave. We do recommend bringing a sweater or light jacket with you since personal preferences vary regarding room temperature.

#### CAN I RECEIVE CONTINUING EDUCATION CREDITS BY ATTENDING THE CONFERENCE?

Yes, CE credits will be offered for all applicable education sessions without charge. For more information, please contact [intalere.events@intalere.com](mailto:intalere.events@intalere.com).

#### HOW DO I MAKE EDITS TO MY REGISTRATION?

- **For Members:** Go to <http://bit.ly/Elevate2020AttendeeREG>. On the invitee information page, select "Already Registered" at the bottom of the page. A new page will appear. Enter your email address and confirmation number and select OK. (Please note, your confirmation number will appear within your confirmation email). If you do not know your confirmation number, select "Confirmation Number" and your confirmation will be emailed to you within 20 minutes.
- **For Suppliers:** You can make all registration edits or substitutions in the [Attendee Service Center](#). Simply log in using the email and password included in your attendee registration confirmation email.

#### WHAT MEALS ARE INCLUDED WITH MY REGISTRATION?

A main conference registration includes a lunch and one-hour evening networking event with cocktails and light appetizers on Monday; a breakfast, lunch and reception with heavy appetizers on Tuesday; and a breakfast, lunch and seated dinner on Wednesday.



## FREQUENTLY ASKED QUESTIONS GENERAL INFORMATION (CONTINUED)

### **CAN I BRING A GUEST?**

You are welcome to bring a guest. Two guest registrations options are available: Full Conference Registration or Guest Awards Dinner Only Registration. To purchase a guest registration, go to <http://bit.ly/Elevate2020AttendeeREG>.

### **I STILL HAVE QUESTIONS AND NONE OF THESE FAQS HELP?**

For questions regarding your attendance at Elevate 2020, please contact [intalere.events@intalere.com](mailto:intalere.events@intalere.com).



## FREQUENTLY ASKED QUESTIONS FOR MEMBERS

### **WHO SHOULD ATTEND?**

C-suite and any disciplines (clinical, facility management, lab, diagnostic imaging, pharmacy, materials, nutrition, etc.) are encouraged to attend.

### **DO I NEED TO BOOK MY OWN HOTEL ROOM?**

The cost for the three nights hotel accommodations is included in your registration fee, however, you will need to book your own hotel room. Please use the link provided within the registration site or in your registration confirmation email to complete your hotel booking.

If you wish to book a hotel room beyond the three nights covered in your registration you will be charged the Intalere group rate of \$219 plus taxes and a \$20 resort fee per night.

Reservations need to be made before April 14, 2020, in order to receive the discounted group rate. If you have any questions, email [intalere.events@intalere.com](mailto:intalere.events@intalere.com).

### **I ALREADY REGISTERED AND PAID FOR THE CONFERENCE, BUT WAS INFORMED THAT I WILL RECEIVE COMPLIMENTARY REGISTRATION SINCE MY FACILITY IS AN AWARD RECIPIENT. WILL I BE REFUNDED?**

Intalere can refund a registration fee for recipients of the Intalere Healthcare Achievement Awards if requested before April 22, 2020. If requested after April 22, 2020, a refund cannot be issued.

### **HOW MANY FACILITY REPRESENTATIVES MAY ATTEND THE AWARDS DINNER AND ACCEPT THE AWARD?**

Two representatives will be provided with free registration, hotel and travel. Additional representatives may attend at their own expense and may be included in the acceptance of the award. If they are registering for the awards dinner only, they must select the Member Registration category and Member Awards Dinner Only registration type.

### **WHAT IS INVOLVED IN THE AWARDS CEREMONY?**

During the awards ceremony, the winners will be called to the stage, presented with the award and have their photo taken. Due to the amount of awards presented, time is not allotted for presentations during the awards ceremony.

### **WHAT ARE THE AWARDS BANNERS?**

The banners, which provide an overview of the projects which were submitted for award consideration, will be displayed in a designated area at the conference, and will remain for the duration of the event. At the conclusion of the conference, the banners will be shipped to the facilities.

### **WHAT IS YOUR CANCELLATION POLICY?**

Intalere can refund a member registration fee if requested before April 22, 2020. If requested after April 22, 2020, a refund cannot be issued.





## FREQUENTLY ASKED QUESTIONS FOR SUPPLIERS

### HOW MANY REGISTRATIONS ARE INCLUDED WITH THE BOOTH?

- 10 x 10 booth includes two attendee badges.
- 10 x 20 booth includes three attendee badges.
- Additional badges can be purchased for \$450.

### WHEN CAN BOOTH/EXHIBIT MATERIALS BE SHIPPED?

Approximately three weeks prior to the show date, Freeman will send all registered suppliers the Decorator's Package which will have all information as to when and where to ship for the conference.

### WHEN CAN I EXPECT MY BOOTH ASSIGNMENT?

Exhibitors will select their booth location within the exhibitor registration. You will be able to select the actual booth you want and then the Intalere events team will send approval of the booth within a week of registering.

### WHAT IS YOUR CANCELLATION POLICY?

Your company may not cancel sponsorship or exhibit space after acceptance by Intalere.

### INVOICES/PAYMENTS

You will continue to receive invoices until payment is received. All booth and registration fees must be paid in full by April 22, 2020, in order to exhibit or attend.

Booth reservation will not be held without payment. No sponsor or exhibitor benefits will be given without full payment.

### WHERE CAN I SEND THE PAYMENT AND WHO DO I MAKE CHECKS OUT TO?

#### Remit FedEx & UPS only:

BMO Harris B110402  
4900 W Brown Deer Road  
Milwaukee, WI 53223

#### Checks sent regular mail:

Intalere, Inc. B110402  
PO Box 88402  
Milwaukee, WI 53288-8402

### WHAT IS INTALERE'S FEDERAL TAX ID NUMBER?

43-1415071

### WHERE CAN I FIND THE W-9 FORM?

[Click here](#) to be directed to the Elevate 2020 website, where you can find the W-9 form.

### HOW DO I PURCHASE A LEAD RETRIEVAL DEVICE FOR MY BOOTH?

Information related to purchasing lead retrieval for your booth will be available in the Exhibitor Kit. The cost of the lead retrieval device is not included in the booth registration fee.



## FREQUENTLY ASKED QUESTIONS FOR SUPPLIERS (CONTINUED)

### WHAT ARE ALL OF THE SUPPLIER-ONLY SESSIONS ABOUT?

- **Reverse Tradeshow:** This is an opportunity to meet directly with Intalere representatives. Suppliers do not have tables at this event – instead you will visit tables hosted by various teams within Intalere. You will gain key insights and increase your understanding of Intalere by having meaningful dialogue with members from our Sales, Alliance, Affiliate, Contracting, Consulting Services, Advisory Specialist, Marketing and Solution teams. Event sponsors and Choice suppliers gain an extra half hour early access into this event. Your company must be a sponsor or an exhibitor in order to attend the Reverse Tradeshow.
- **Intalere Strategic Overview with Suppliers:** This session is just for suppliers to learn about Intalere's future plans around Supplier Relationship Management.

### DO I NEED TO BOOK MY OWN HOTEL ROOM?

You will need to book your own hotel room. A link will be provided in your registration confirmation email. The Intalere group rate of \$219 plus taxes and a \$18 resort fee per night.

Reservations need to be made before April 14, 2020, in order to receive the discounted group rate. If you have any questions, email [intalere.events@intalere.com](mailto:intalere.events@intalere.com).

### HOW CAN I SUBMIT TO SPEAK AT ELEVATE 2020?

Please contact [intalere.events@intalere.com](mailto:intalere.events@intalere.com) for more details and directions on how to become an Elevate 2020 presenter.

### HOW DO I KNOW IF I AM AN INTALERE CHOICE SUPPLIER?

This is a supplier that has a product line in the Intalere Choice portfolio. Members that access products in this portfolio save an average of 20 percent and earn an annual rebate of approximately 1 percent of purchases. Intalere Choice suppliers have a specific Intalere Choice agreement for that product in the portfolio and work directly with Intalere's Choice Contracting team.