



ANNUAL CONFERENCE

FAQ

Has the conference been cancelled?

Will the conference be rescheduled?

The TACAC annual conference, scheduled for March 29-31, 2020, has been cancelled. The 2020 TACAC annual conference will not be rescheduled.

What do I do about my flight and/or lodging reservations if I am no longer attending?

Please refer to the policies regarding any cancellation associated with your flight or hotel. TACAC is not responsible, nor can we inter- or supercede any policies or practices of transportation authorities. For reservations at Hyatt Lost Pines, all reservations booked within the TACAC room block will be cancelled and refunded, if applicable. If you are booked at the overflow hotel (The Hampton by Hilton Austin Airport), we are awaiting instructions on cancellations. We encourage you to reach out directly to the hotel to cancel your current reservation.

How do I get a refund for my hotel reservation at Hyatt Lost Pines?

For reservations at Hyatt Lost Pines and Hampton by Hilton Austin Airport, all reservations booked within the TACAC room block will be cancelled and refunded, if applicable. Contact the hotel for more information.

I am planning to keep my reservation at Lost Pines.

How do I ensure my reservation is not cancelled?

The hotel will cancel all rooms that were booked within the TACAC room block.

Will my refund process be different if I purchased pre-conference workshops?

All associated fees with the 2020 TACAC Annual Conference will be fully refunded for registrations that were still active as of March 9, 2020.

My presentation proposal was accepted for this year.

Does that mean it will be automatically accepted for next year's conference?

We will be hosting a Superconference with Rocky Mountain ACAC and Great Plains ACAC on April 11-13, 2021 in Downtown Dallas. The call for session proposals will go out in the fall and all presenters are encouraged to submit a proposal at that time.

I nominated someone for an award.

How will we know who was selected?

Award recipients, elected Executive Officers, and Assembly Delegates will be announced at a later date. TACAC members will be notified when those plans have been finalized.

How can I still support SAFE Alliance Austin through the TACAC conference community service project?

Monetary donations provide nights of safety for families, hotline calls and online chats for people needing support, prevention programs that promote healthy relationships for teens, education and advocacy in the community, and many more life-changing services. Please visit the [SAFE Alliance Austin website](#) to donate. You can acknowledge the 2020 TACAC Annual Conference when making your donation.

Who can I contact if I have more questions regarding the conference?

Questions regarding refunds and cancellations can be sent to tacac@tacac.org. Questions regarding sponsors and exhibitors can be sent to advancement@tacac.org. Questions regarding conference hotel reservations can be directed to Hyatt Regency Lost Pines. All other questions can be sent to tacac.conference@gmail.com.

I was planning to attend the TACAC Work Day or was supposed to meet with my committee while at the annual conference.

What should I do now?

TACAC can't happen without amazing volunteers like you. Thank you for your support! Please reach out to your committee chair for possible virtual meetings or other accommodations. If you are interested in volunteering for a committee, please complete the [committee volunteer application](#).

When can I expect my refund?

With over 700 registrants, processing refunds will take a few weeks to complete. We appreciate your patience during this time. Registrations paid via credit cards will be credited back. We will be in touch with more information for registrants who paid via check.

An email will be sent to the email address associated with the registration record with an attached refunded invoice for those who had submitted payment or a voided invoice for those who had not submitted payment.

