



Frequently Asked Questions (FAQ)

Registration

- *Ticket fees*
 - Adult - \$99
 - Couple - \$189
 - Group of 4 or More Adults - \$90 per person
 - College Student (18+) - \$89
 - Youth/MYNA (12-18) - \$69
 - Children's Program (7-11) - \$49
 - Babysitting (2-6) - \$75
 - Senior Citizen (65+) - \$89
 - Community Service Recognition Luncheon (CSRL) - \$200
 - CSRL tickets are **only available** to those registering for the convention/can only be purchased in addition to one of the preceding ticket types

- Can I register to have a booth at the bazaar?
 - All of our available booths are currently booked, however there may be openings due to cancellations. Email akhan@isna.net with information about your business, and we will contact you if a booth becomes available. If there are no openings for this year, please feel free to inquire about a booth for next year's convention!

- I experienced a technical issue while trying to register and am not sure if my registration went through. What should I do?
 - Email convention@isna.net with the following information:
 - The name and email you tried to register under. We will check if your registration and payment went through.
 - What device is used? (Mobile or Computer)
 - Which browser is used? (Chrome / Safari / Mozilla etc.)
 - What did you see on the screen? (i.e., screen went blank, browser crashed, etc.)
 - What prompted the technical issue to occur? (i.e., hit submit, tried to input payment information, etc.)

- *What do I do if I didn't receive a confirmation email?*
 - Check your junk/spam folders for the email. If you still do not see it, email convention@isna.net explaining that you did not receive a confirmation email and would like for it to be resent. Provide your registration ID & the name on the registration. You may also add your ticket as an attachment.
- *How do I add someone to my registration?*
 - To add someone to your registration, please email convention@isna.net with the following information for **each person** you would like to add.
 - Your registration ID & the name on the registration
 - Ticket type that you would like to add
 - Name of the person you are adding
 - Age of the person you are adding
- *How do I remove someone from my registration?*
 - To remove someone from your registration, please email convention@isna.net with the name of the person(s) you would like to remove from your registration.
- *When is the last day to register?*
 - There is no registration deadline. Registration will also be available on-site at the convention, but on-site fees will be higher.
- *How do I cancel my registration?*
 - To cancel your registration, email convention@isna.net to request a cancellation, and provide your registration ID & the name on the registration. You may also add your ticket as an attachment.
- *How do I book a table for the Community Service Recognition Luncheon (CSRL)?*
 - For an organization:
 - Email convention@isna.net
 - For my family/friends:
 - When registering online, there is an option to add CSRL tickets to your registration. Select the quantity of tickets you would like to add.

Hotel

- *Which Hotels are with the ISNA Discount?*
 - Hyatt Regency O'Hare Chicago - 9300 Bryn Mawr Avenue, Rosemont, Illinois, 60018
 - Crowne Plaza O'Hare - 5440 N River Rd, Rosemont, IL 60018
 - Comfort Inn O'Hare Convention Center - 2175 E Touhy Ave, Des Plaines, IL 60018
- *How do I book the hotel at ISNA's discounted rate?*
 - After registration, a confirmation page will display your registration summary. In the section labeled "Additional Info," click the link that reads "Reserve Now" to

gain access to the ISNA hotel portal. Here, you will be able to book a room at ISNA's discounted rate. The link will also be available in your registration confirmation email.

- Alternatively you can use the following links:
 - [Hyatt](#)
 - [Comfort Inn](#)
 - [Crown Plaza](#)
- *What is the pricing for the rooms?*
 - HYATT
 - 1 King Bed - \$112/night
 - 2 Double Beds Private Balcony - \$129/night
 - 1 King Bed Premier Tower - \$132/night
 - 2 Double Beds Premier Tower - \$149/night
 - Comfort Inn
 - \$119 plus tax King bed
 - \$129 plus tax double beds
 - Crowne Plaza
 - Single-Double Occupancy **King Bed** \$99 plus tax
 - Single-Double Occupancy **Double Bed** \$109 plus tax
 - Additional person \$10.00
- *What do I do if room options are not showing up?*
 - If a room option is not displayed, it may be sold out. The page may also not be displaying all available options due to technical difficulties. Check back in later as there may be cancellations, or the technical issue may be resolved.
- *Is there a shuttle service available?*
 - Yes there is! Take advantage of complimentary and continuous 24-hour shuttle service to and from Chicago's O'Hare International Airport. Catch the shuttle from the hotel's front entrance.
 - Running 24 hours
 - Every 15 minutes between the hours of 4 a.m. to 12 a.m.
 - Every 30 minutes between the hours of 12 a.m. to 4 a.m.

Parking

- *Convention Center:*
 - Discounted parking for guests at \$15 per day. Daily guests will receive a discounted parking rate only if there is availability in the parking garage. Daily guests parking rates do not include in and out privileges.

- *Hyatt:*
 - Discounted parking for overnight guests at \$20.00 per car, per day. Daily guests will receive a discounted parking rate only if there is availability in the parking garage. Daily guests parking rates do not include in and out privileges.

- *Comfort Inn:*
 - Free Parking - depending on availability.

- *Crowne Plaza:*
 - Discounted Self-Parking overnight \$15 per car per night