Frequently Asked Questions (FAQ)

Convention

Where is the ACI Convention held?
The 2020 ACI Convention will take place at the JW Marriott Convention Center, Grande Lakes, Orlando Florida. For information on the venue, please refer to the Travel page.

What is the dress code?
Business casual is recommended for the meetings and business dress is suggested for the receptions.

Is there a mobile app for the ACI Convention?
Yes – the ACI Events app is available for download on the Google Play Store or Apple’s App Store.

In what time zone does the ACI Convention take place?
The ACI Convention takes place in Eastern Standard Time (EST).

How do I secure a sponsorship?
If you are interested in securing a sponsorship, need additional information or have questions, please send your email to Merla Zollinger, Senior Director, Convention & Meetings at sponsorships@cleaninginstitute.org.

How do I reserve a meeting space for a business-to-business meeting?
Please contact Merla Zollinger, Senior Director, Convention & Meetings at mzollinger@cleaninginstitute.org.

Registration

What are the registration fees for the Convention?
Registration fees are listed on the Registration page.

Should I wear my name badge to all ACI Convention events?
Yes – you must wear your name badge to all ACI Convention events. Please note that there is a $50 fee to replace any lost/misplaced name badges.

What does my registration fee include?
All functions on the Schedule of Events page are included in the full registration fee. Note that some events are open to ACI Members only.
Am I eligible for the ACI Member rate?
If your Company is a member of ACI, you are eligible for the ACI Member rate. To find out if your company is a member, please click here.

I do not know my boss's MOW login to register. Am I able to register my boss and other colleagues using my login? And is it possible to pay with different credit cards?
Yes – it is possible for you to register an attendee or multiple attendees using one ACI Members Only Website (MOW) login. After you log in as yourself, click on Register an Employee, then follow the prompts. The confirmation email will go directly to the registrant.

To pay for each attendee using a different credit card, you must register for each attendee separately – make sure there is only one employee registration in your Shopping Cart when you check out. Upon completion of each registration, click on Home (on the MOW menu) to begin a new registration.

What does this error message mean: 15005 - This transaction cannot be processed?
The error 15005 means that the transaction has been declined by the issuing bank (credit card company). Although your credit card may not have limitations, PayPal (our system) is preventing the transaction until it is cleared by your credit card's issuing bank. Please contact your credit card company to inform them that you are paying for the ACI Convention registration in the amount of $___ USD.

Will I receive a confirmation of my registration?
Yes – registration confirmation is sent via email directly to the registrant after registration has been successfully completed.

If I am unable to attend, can I send a substitute/transfer my registration to my colleague?
Yes – substitutions may be made at any time. If you are unable to attend but your colleague can come in your place, please notify us in writing via email to transfer the registration.

What if I need to cancel my registration?
We are sorry that you won't be able to join us for this exceptional business-to-business and networking experience! However, if you simply cannot attend, please notify us via email (meetings@cleaninginstitute.org) by January 6, 2020. Refunds will be processed less a $200 administrative fee and will be credited back to your credit card. No refunds will be issued after January 6, 2020. Refunds will not be issued for no-shows. You will need to cancel your guestroom reservation through the hotel.

How do I modify my registration (add/remove an event)?
Existing registrations can be modified to add or remove an event. Simply log in to your MOW account, then click “My Meetings” in the left-side menu and then click on “View Registration” next to 2020 Annual Meeting & Industry Convention.

Do my guests need to register for the Convention?
Yes – you must register your guest(s) for the Convention through your ACI Members Only Website account. A guest is defined as a spouse, significant other, friend or an adult child (18 or over). Guests cannot be involved in an industry-related occupation. Co-workers or associates in the industry may not use the guest registration category; all employees from an ACI Member Company are ACI Members and must pay the Member registration fee. If you are registering more than one guest, please send your email request to meetings@cleaninginstitute.org to request a 2nd guest registration. Guests must wear their name badge to all ACI events.
I am a member of the press. Do you have press registration?
ACI welcomes professional editorial staff (including photographers and camera crews) of print, online and broadcast media to attend the Convention on a complimentary basis. Other publications staff (non-editorial positions, such as publishers, advertising directors and advertising representatives) may attend the Convention and must pay all related fees. Members of the media interested and eligible to obtain press registrations should contact Brian Sansoni, SVP Communication, Outreach and Membership, for Convention registration.

I am not a U.S. Citizen. Do you need a passport or visa to attend the Convention?
If you are not a U.S. Citizen, you will need either a valid passport or visa to enter the United States to attend the Convention. For additional information, please visit http://travel.state.gov/. If you require a visa invitation letter, please email your request to meetings@cleaninginstitute.org.

I have more questions. Who should I contact?
Please email us at meetings@cleaninginstitute.org with any other questions you may have.

Hotel

May I reserve a guestroom before registering for the Convention?
No – to secure the ACI guestroom rate at Grande Lakes, you must be a fully paid 2020 ACI Convention registrant. Follow these simple steps to receive the discounted ACI guestroom rate.

Step 1: Register for the Convention through your ACI MOW account.
Step 2: Reserve your guestroom online (when your registration is complete, the Grande Lakes microsite will open so you may reserve your guestroom immediately).

Will I receive a confirmation of my guestroom reservation?
The confirmation email will come directly from the JW Marriott or The Ritz-Carlton, Grande Lakes. If you do not receive one within 48 hours of reserving your room, please contact the JW Marriott at 407.206.2300 or The Ritz-Carlton at 407.206.2400.

What is the 5 percent room rebate?
For more information on the guestroom rebate, please see the Travel page.

I understand that my guestroom rate at Grande Lakes Orlando includes free internet. How can I make the most of this benefit? Will my communications devices work throughout the resort?
The ACI guestroom rate includes complimentary internet access; you will receive a card with login information upon guestroom check-in. You may connect multiple devices to the wireless network.

What about on-site parking?
For information on parking, please see the Travel page. The self-parking lots are automated: overnight guests will be able to use their key cards to access parking, and daily drive-ins will be able to pay with credit cards. Guests staying on property have the privilege of the daily rate and may come and go as needed. Guests staying off-property will need to pay with their credit cards each time that they park.

I am bringing my family with me. Will there be activities for them to enjoy?
Grande Lakes has much to offer families and friends, including a spa, pools, golf and tennis, just to name a few. Invite them to join you and relax!
ACI is committed to providing a harassment-free Annual Meeting and Convention experience. To that end, we expect attendees to follow our Convention Code of Conduct.

ACI encourages Convention attendees to engage in business meetings during Convention week at Grande Lakes with only persons who are registered for the Convention. If you are not sure whether a company is a member of ACI, please check here. To verify if a person is registered for the Convention, click here.

Registrants are reminded that those who make use of the Convention venue without registering deprive ACI and its Members of a substantial source of revenue and leave other registered attendees to bear the costs.