

## FREQUENTLY ASKED QUESTIONS

**Q: What is the minimum time I can volunteer for?**

**A: 4 hours.** Daily Volunteers must work a minimum of 4 hours. After working a minimum of 4 hours, a volunteer becomes eligible to attend 4 hours of the conference complimentary. Pre-Conference Courses are not part of the complimentary compensation. Hours must be worked prior to receipt of complimentary compensation.

**Q: What if I am volunteering to be a Daily Volunteer and I have already registered to attend the conference?**

**A: Provided you volunteer a minimum of 8 hours, NENA will issue you a refund equal to the price of a one-day registration at the conclusion of the conference.**

In cases where someone is signing-up to be a Daily Volunteer but has already submitted a NENA Conference Registration Form and paid a registration fee, they must work a minimum of 8 hours that are verified by the Volunteer Coordinator, and at the conclusion of the conference, NENA will reimburse them for the cost of a One Day Registration. In order to obtain this reimbursement, they need to notify NENA in writing that they have already paid for a full registration and will be a Daily Volunteer. At the conclusion of the conference, NENA will issue a refund equal to the one-day registration fee based on the date of their original registration.

- **All requests for reimbursement must be submitted in writing, no later than 30 days after the close of the conference (August 28, 2021).** Please submit any requests for reimbursement to Bri Robinson at [brobinson@nena.org](mailto:brobinson@nena.org). Requests will be checked against the volunteer logs. Refunds will not be issued after September 28, 2021.

**Q: Does NENA provide lunch?**

**A: Yes.** NENA will provide:

- Daily breakfast
- Daily lunch
- Afternoon refreshments (water, soda)

**Q: Does NENA pay for parking?**

**A: Yes.** NENA will reimburse or provide passes for daily parking. This does not apply if parking is at a non-designated site or if the individual chooses to use valet service at a hotel.

**Q: Do I have to be a NENA Member to volunteer?**

**A: No.**

**Q: Do all volunteers get complimentary admittance to the receptions?**

**A: Prior permission is required. Please check with the Volunteer Coordinator.**

**Q: Can I volunteer one year and use the credit for a future conference, or another NENA event?**

**A: No.** Your compensation time is only valid for the current conference.

**Q: Is my compensation time transferrable?**

**A: No.** Compensation time is only valid for the individual who volunteers.