

LOC Conference FAQs

Q: Where and when is the conference this year?

A: The conference will be held at The Riverhouse on the Deschutes in Bend, Oregon, October 17-19, 2024.

Q: When does registration open?

A: Registration opens on Wednesday, July 24 at 8 a.m. The early registration rate will be available until Monday, September 13. Online registration will remain open until Thursday, September 27.

Q: How do I register?

A: Registration is done online; the link will be posted on our [conference webpage](#) on July 24 at 8 a.m. Additional registration-specific FAQs are below.

Please note: If you cannot use the online registration system, please email loc@orcities.org or call 503-588-6550, and we will assist you in registering.

Q: What about hotel rooms?

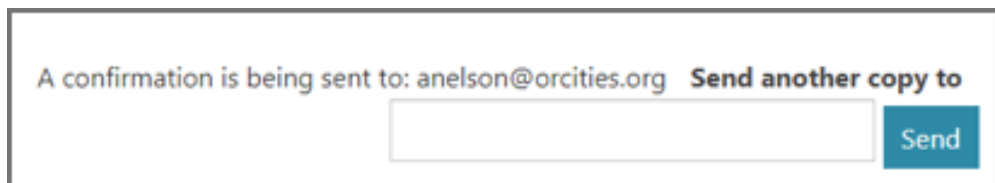
A: Hotel rooms at the host property (The Riverhouse) and satellite properties (Holiday Inn & Fairfield Inn & Waypoint Hotel) are only accessible to conference attendees. Attendees must first register for the conference to gain access to hotel rooms. Hotel rooms open on July 24 at 8 a.m. with conference registration. Further instruction will be provided in the confirmation email after your registration is processed.

Q: Where can I find the hotel information?

A: After registering for the conference, you will receive a confirmation email that will provide a unique hotel URL for Riverhouse and further instructions for reserving hotel rooms at the satellite hotels.

PLEASE NOTE: this email confirmation with the unique URL will manually be sent to the registered person's email address by an LOC staff member. Because LOC staff are manually sending out the email confirmations, you may not receive the email confirmation immediately. Please know that confirmations are sent out in the order registrations are received and this delay will not lessen your opportunity to reserve a room at the Riverhouse.

You can send the email confirmation to additional recipients. At the bottom of the **Order Confirmation page**, you will see the option to send the confirmation email to another person. If you are registering on behalf of someone else and would like a copy of the confirmation and the unique URL, be sure to send yourself a copy of the confirmation. If you are registering multiple people, only one confirmation is needed.



A confirmation is being sent to: anelson@orcities.org **Send another copy to**

Send

Q: I'm really worried about hotel rooms...we want to be onsite. Can you help ease my mind?

A: You're not alone, but we are here to help! Often the most significant concern with registering early is ensuring a desirable hotel location. Good news – we have four hotel room blocks, all within a 2-mile radius of The Riverhouse (our host property/conference location). Satellite hotels are all within a 5-minute car ride to the conference site (The Riverhouse).

We have, in total, 325 available rooms, with the possibility to add more at select locations (40 at Holiday Inn, 200 at The Riverhouse, 40 at the Fairfield Inn, and 45 at the Waypoint Hotel).

The number of rooms available and the number of rooms generally required are consistent with each other. Rooms are only held for those persons attending the event; there should be plenty to go around without worry.

LOC staff will again be staying off-site, and our trade show and sponsor partners have a block of rooms held for them at another nearby property. All rooms mentioned above are solely for the use of city member attendees.

Q: I'm not yet sure what all I want to attend. Should I wait to register?

A: That's up to you. As the conference is still a couple of months away, we are still finalizing details on this end, particularly details surrounding tours and workshops, and we understand that these details may impact your registration decisions.

You are welcome to register for the conference and add on additional items such as workshops and tours later (so long as it's done before September 27). Adding to a registration is easy, and you can make the adjustments online. **On the other hand, cancellations are more difficult, costly, and cannot be done through the website.**

We advise that if you're confident you will attend the conference but are unsure about the current extras, feel free to register and update later.

Q: Can you tell me more about cancellations?

A: If you are unable to attend, we encourage you to send a substitute. If you cannot send a substitute, the LOC will refund 100% of your registration fee, less a \$75 cancellation fee if written notice is received between July 24- August 28, 2024; the cancellation fee will increase to \$150 if written cancellation is received between August 29 - September 25, 2024. You will receive a refund if your registration was paid, less the cancellation fee. You will be billed for the appropriate cancellation fee if your registration is unpaid. **Refunds cannot be issued after September 25, 2024.** If your registration was not paid and you cancel after September 25, 2024, you will be billed for the full registration amount. Please see our full cancellation policy [here](#).

Cancellations are not accepted by phone. Please send cancellations and substitution notices to loc@orcities.org.

Q: I am unable to attend the full conference but am interested in attending one of the workshops. Can I just attend one of these without registering for the conference?

A: Yes. You will see fee options that include registering for various workshops only. If you are not attending the full conference but wish to attend one of these events, please select from those options. Events not listed with the option of 'only' are not available for such.

Q: I only want to attend a workshop and one of the afternoon sessions. Can I do that without registering for the whole conference?

A: No. You may register for ONLY a workshop, but in order to attend any additional conference events, you must register as a full attendee.

Q: Can I go on a tour only?

A: These educational tours fill up very quickly, so they are *for conference attendees only*.

Q: Do you have partial or single-day registration fees?

A: No, this is not an available option. You will need to register for the full conference if you would like to attend any part in addition to a workshop-only event.

Q: I am a speaker at the conference. Do I still need to register?

A: LOC Staff will register you. Speakers are invited to attend conference sessions held on the same day as their presentation. Speakers are also invited to attend anything on the day they present that does not require an additional fee.

Examples:

- Someone speaking in one of the Thursday afternoon sessions may attend the opening ceremonies and is invited to attend the Welcome Reception, but they may not attend the Friday and Saturday events without registering as a conference attendee.
- Someone speaking on Friday afternoon is welcome to join us for the lunch and other Friday events but may not attend the Friday Awards dinner without purchasing a ticket.

On-line Registration Process – FAQs

If you have not used the LOC registration system, read the [How to Register for LOC Events](#).

Q: How do I know what my username is?

A: Each year, the LOC reaches out to every city to get updated contact information for members. The email address provided by your city is the one we have used to create your username. If you are unsure which email address the LOC has as your primary address, you can use the [City Directory](#) tool to check or contact us by phone (503-588-6550) or email (loc@orcities.org), and we will be happy to assist you.

Troubleshooting Tips:

Once usernames are created, they cannot be used by another person, even if the first user leaves their position with the city – each person must have a unique username. For that reason, persons with generic emails (i.e., mayor@cityxyz.gov; cityrecorder@cityname.gov; etc.) or persons sharing an email address with others (i.e., citycouncil@cityname.gov for all councilors) have not had an automatic account created for them. Those with generic or shared email addresses should call 503-588-6550 or email loc@orcities.org to update their email addresses and create a user account.

If you are having trouble logging in or receiving a message that the user account already exists, you may be newer to your role than our latest round of username assignments has captured. *You will not be able to create your own user account.* If you've been in your position for less than a year and have not registered online for any events, you will likely not have an active account assigned. Please contact the LOC office using the information above, and we will get that fixed!

Q: What about my password?

A: Existing accounts may click the 'forgot password' link to update their passwords. If you are locked out of your account – just call 503-588-6550 or email loc@orcities.org, and we can unlock your account and reset your password.

Q: Where do I go to log in? I don't see a button.

A: Please use the link through the annual [conference webpage](#).

Any questions, please contact us at 503-588-6550 or email loc@orcities.org for assistance.