

FREQUENTLY ASKED QUESTIONS

Who is the American Association of Diabetes Educators (AADE)?

Founded in 1973, AADE is a multi-disciplinary professional membership organization dedicated to improving diabetes care through education. With more than 13,000 professional members including nurses, dietitians, pharmacists, and others, AADE has a vast network of practitioners involved in the daily treatment of diabetes patients. For more information visit <http://www.diabeteseducator.org/About>.

REGISTRATION

How can I register for the Annual Meeting?

- Register online at <http://www.aademeeting.org/registration-information/>
- Or you can register via paper form which can also be found online.

When is/did registration open for the Annual Meeting?

- Registration will open Tuesday, March 1, 2016

Are there any scholarships available for the Annual Meeting?

- Deadline to submit scholarship applications was December 17, 2015.

Why did the registration rates decrease?

- You spoke and we listened. AADE understands that many attendees pay out of pocket to attend our conference. To make it more cost-effective for you, we reduced the registration fee to help make the conference more affordable.

Where can I join to become an AADE Member?

- You can join online at AADE's home page:
<http://www.diabeteseducator.org/About/membership/>

If I become a member before I register, will I be able to receive the AADE Member Rate?

- Yes, you can receive the AADE Member rate. Please allow 24 hours for your membership to become active before you register for the conference.

Is the registration website secure?

- Yes

Can I bring a guest?

- You are allowed to bring a guest for \$25.00. Guests will **only** have access to the Exhibit Hall. Guests are not eligible for continuing education hours. You must register yourself before you can register a guest. There is no refund if a guest cancels.

When/Where will I receive a confirmation email after I have finished registering?

- Your confirmation will be sent via email to the same address you registered with.

How can I receive another registration confirmation?

- Step 1: Go to the Annual Meeting Attendee Registration site.
- Step 2: Login and review your information.
- Step 3: On the bottom page of the screen, click the button "resend confirmation".

If the attendee continues to experience problems getting their email confirmation, send an email to aade@wyndhamjade.com with the attendee's name.

How can I update my registration information after I have already registered?

- Step 1: Go to the Annual Meeting Attendee Registration site.
- Step 2: Login and review your information.
- Step 3: Save

Or you can call AADE Registration at (800)486-9644 and a customer service agent can assist.

What is the cancellation policy?

- A full refund of the registration fee less an administrative fee will be granted for all written requests received by **Friday, June 24, 2016**. No refunds will be made for cancellations received after this date.
- The administration fee:
 - Full Program registrations - \$100
- No refunds will be offered to Students, Single day, Exhibit Hall/General Session Only, Guests or Celebration tickets.

Telephone cancellations will not be accepted. Cancellations may be sent via fax to (312) 601-4856 Attn: Meeting Services or emailed to meetings@aadenet.org. The American Association of Diabetes Educators reserves the right to cancel any program and assumes no responsibility for personal expenses. All refunds are processed within 10 business days of written cancellation notice.

Can I request a registration substitution?

- Yes, substitutions must be received in writing (fax, mail, email) and can be submitted by the original registrant or the original registrant's supervisor if employer paid for the registration.
- Payment is transferred from one record to another. A refund will NOT be given to the original registrant and the substitute charged.
- The substitute must be the same member type as the original registrant or must pay the difference in the cost.

Education Sessions

How do I register for individual sessions, Corporate Symposia, and Product Theaters?

- All education sessions are available on a first-come first-serve seating basis.
- There is no pre-registration or tickets required for Corporate Symposia. Each symposia is limited to the first 350 attendees. Guests are not allowed at this event.
- A ticket is needed to attend Product Theaters. Attendees must stop by the Product Theater Ticket Counter, location in the registration area, to obtain a ticket for each session they would like to attend. There are a limited number of tickets available. If a theater is out of tickets, attendees are encouraged to still go to the event as seats may still be open.

Where are most of the programs being held?

- The conference will be held at:
San Diego Convention Center
111 W. Harbor Drive
San Diego, CA 92101
- The Celebration event and Corporate Symposia dinners will be held at:
San Diego Marriott Marquis & Marina
333 W. Harbor Drive
San Diego, CA 92101

This is the Headquarter hotel and is located next door to the San Diego Convention Center.

How can I view the sessions online?

- On the AADE16 website, look for the "AADE15 Planner" to view session information.
- You can also build your schedule online. Please note: You will need to create an account in order to view and to save your schedule.

HOTEL RESERVATIONS**Which hotel is the AADE Headquarter Hotel and what is the address?**

- San Diego Marriott Marquis & Marina is located at:
333 W. Harbor Drive
San Diego, CA 92101

What is the housing deadline?

- Friday, July 18, 2016 is the last day to book your hotel through AADE's Official Housing Partner, Wyndham Jade. Please note hotel rooms are based on availability in AADE's Hotel Block.

Where can I find housing assistance?

- Attendees can book their hotel online at <http://www.aademeeting.org/hotel-information/>. You can also call AADE's housing bureau at 1-800-486-9644.

How can I find a roommate?

- You can reach out to the AADE Community through My AADE Network. Click here to find out more: <http://www.aademeeting.org/hotel-information/>

Will shuttle bus transportation be available?

AADE16 attendees who book their housing through Wyndham Jade and stay at an official AADE hotel on the trolley line (see hotel map at <http://www.aademeeting.org/hotel-information/> or list below) will be provided with a complimentary 4-day trolley pass. This pass enables riders to unlimited trips on the San Diego Metropolitan Transit System (MTS) trolleys and on most area buses. This pass will be distributed in registration area, located at the San Diego Convention Center and is valid for use from Friday, August 12 through Monday, August 15. *Note: Only the names listed on the reservations will be given a trolley ticket. If multiple people are sharing a room, all names must be registered with Wyndham Jade in order to receive the trolley ticket.*

Trolley Hotels

- Best Western Bayside
- Bristol
- Hampton Inn

- Renaissance San Diego Downtown
- US Grant
- Westgate
- Westin San Diego
- Wyndham San Diego Bayside

[Click here](#) for a trolley map.

[Click here](#) to plan your trip and view schedules

- The San Diego Metropolitan Transit System (MTS) does accommodate wheelchairs and service animals. [Click here](#) for more information.
- If you need special assistance regarding transportation due to a physical disability please email meetingservices@aadenet.org to make special arrangements.

TRAVEL INFORMATION

How do I book my airfare?

- Attendees are responsible for booking their own airfare.
- AADE has partnered with Delta Airlines, Southwest Airlines and United Airlines to help attendees receive a discount on airfare. For more information, including instructions on how to take advantage of this discount go to <http://www.aademeeting.org/travel-and-transportation/>

Is there airport shuttle service? How can I make a reservation?

- SuperShuttle is the AADE16 official discounted airport shared ride shuttle company. AADE16 attendees will receive a discount when purchasing either a roundtrip or one-way fare. To make an online reservation visit <http://www.supershuttle.com/default.aspx?GC=U9KHW>. Or call SuperShuttle directly at (800) 258-3826 and reference discount code "U9KHW".

I need assistance with booking a car.

- Please visit our travel page on the Annual Meeting website for more information <http://www.aademeeting.org/travel-and-transportation/>

CE INFORMATION

I'm a CDE; will these sessions count towards my continuing education requirements for my renewal of certification?

- Yes, any continuing education program by AADE can be used towards your CDE renewal requirements. AADE is a recognized continuing education provider by the NCBDE.
- Note Product Theaters do not offer continuing education.

Can I still reprint passed CE Statements of Credit?

- Please submit requests to meetings@aadenet.org

MISCELLANEOUS

What activities can I do in San Diego?

- Please visit our Annual Meeting website for more information on places to go and things to do in San Diego. <http://www.sandiego.org/>

What can I do to show support and pride in AADE16?

- When using social media outlets, don't forget to use AADE's hashtag, #AADE16

VIRTUAL MEETING

Will the sessions be recorded this year?

- AADE will not be offering a Virtual Meeting or any session's on-demand at AADE16.