

## 2023 FAQ

### TRAVEL & HOTEL

#### **When should I plan to arrive and check in?**

**Arrive** - Monday, February 6th in time for the opening session at 4:30 PM

**Depart** - Thursday, February 9th (Check-out time is 11:00 am)

- **Flying**
  - CKO starts at 4:30 PM, so plan your flight accordingly
  - Go to the airport baggage claim area and look for a person in a hot pink GPS shirt
  - The event team will escort you to the hotel shuttle bus.
  
- **Driving**
  - CKO starts at 4:30 PM so plan your arrival accordingly. Park in the hotel parking lot. Our special CKO rate is \$5 per day plus tax
  
- **Check-in** for your room at the hotel registration desk.
  - You will be asked to provide a credit card at check-in to cover incidental charges
  - If your room isn't ready you can leave your luggage with the bellman
  - Visit the CKO registration desk in the conference center to collect your welcome bag and CKO badge. **You will need a badge to get into All CKO functions**

#### **What is reimbursable and what is not?**

- Is car rental reimbursed - NO
- Valet Parking - NO
- Hotel Self Parking - Yes, if you drove to CKO
- Flights - Yes, for main cabin airfare (upgrades are not included)
- Can I be reimbursed for any guest expenses? NO

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### **Can I extend my stay?**

- Yes! Based on the hotel's availability. (\$279 + \$20 Resort Fee + est. \$31.08 Taxes/Fees) These rooms are available on a first-come-first-serve basis. Use the Hotel reservation link to manage your stay

### **What should I do if I must arrive outside of the CKO registration desk and transportation times?**

- You will have to take a taxi or rideshare

### **Is CKO Mandatory?** Yes, it is

### **What should I do if I can't attend CKO?**

- Contact your manager for approval and then complete the registration form to notify the CKO team

## GUESTS?

### **Can I bring a guest to CKO?**

- Yes, but there are no CKO activities planned to include your guest and you will be responsible for all of their expenses

### **Can I bring a guest to the closing dinner, the award ceremony, or an excursion?**

- Yes if you purchase a pass for them.
- There will be a registration and purchase form available in January.
- Badges are required for entry into all CKO activities, so at check-in we will provide your guest with a badge for the specific activities you purchase.

## RESORT AND ORLANDO INFORMATION

### **Does the Resort offer Daily housekeeping service?**

- Yes!

### **Is the pool open?**

- Yes! The heated pool is open year-round

## 2023 FAQ

### **Do you have more information on the resort and surrounding areas?**

- [Things To Do](#)

### **Where is the closest:**

- Pharmacy
  - 6 min drive - [Walgreens](#)
- Grocery
  - 3 min drive / 7 min walk - [7-11](#)
  - 8 min drive - [Publix](#)
  - 32 min drive- [Wal-Mart](#)
- Adult Beverages
  - 9 min drive- [ABC Liquors](#)
  - 7 min drive- [Liquor 192](#)

## WHILE YOU ARE THERE

### **What is the Dress Code?**

- Conference Sessions: Business Casual
- Awards Dinner: Business Casual to Formal

### **Where is the Lost and Found?**

- Please check at the CKO help desk for any lost items

### **Do I have to wear my badge?**

- **YES - You will need a badge to get into All CKO functions**

**MOBILE APP INFORMATION** - We will launch the mobile app in January