

## Frequently Asked Questions

### **Where can I find the 2024 Conference Agenda?**

[Click here](#) for the Executive Program and [click here](#) for the Spouse Program.

### **What is the hotel address, phone number and website?**

The Grand America Hotel  
555 Main Street  
Salt Lake City, UT 84111  
Phone: (801) 258-6000

[The Grand America Hotel Website](#)

### **How do I make a hotel reservation?**

Reserve your room at the LTC 100 preferred rate of \$369 [online here](#) or call The Grand America Hotel at (800) 437-5288 and reference "LTC 100."

\*Rate expires on April 5<sup>th</sup>, 2024 – or while inventory exists.

### **What time is Check-in, Check-out at the hotel?**

Check-in is at 3:00 pm, Check-out is at 11:00 am.

### **What is the room cancellation policy at The Grand America Hotel?**

If cancelled within 24 hours to your arrival, you will be charged a one-night room and tax penalty to the credit card on file.

### **How much should I tip hotel bell staff?**

Each guest will be charged a \$11.00 one-time portorage service fee (this is separate from your room rate). Additional tipping is at your discretion.

### **How much should I tip housekeeping?**

A daily housekeeping gratuity of \$4.00 per room/per night is suggested.

### **Is there a hotel resort fee?**

There is no resort fee. All guests have complimentary Wi-Fi in their room and public areas. LTC 100 will provide Wi-Fi in the meeting space.

### **Where and when can I check into LTC 100?**

When you arrive at LTC 100, please proceed as follows:

#### **Welcome Desk Hours & Locations:**

Saturday, May 4:	3:00 pm – 6:00 pm	Grand Ballroom Foyer
Sunday, May 5:	8:00 am – 5:00 pm	Grand Ballroom Foyer
Monday, May 6:	7:00 am – 5:00 pm	Grand Ballroom Foyer
Tuesday, May 7:	7:00 am – 3:00 pm	Grand Ballroom Foyer

Wednesday, May 8:

7:00 am – 10:00 am

Grand Ballroom Foyer

### **What ground transportation is provided to/from the hotel/airport?**

LTC 100 will provide complimentary transportation from Salt Lake City International Airport (SLC) to The Grand America Hotel on Saturday, May 4 and Sunday, May 5. We will also provide complimentary transportation to Salt Lake City International Airport (SLC) on Wednesday, May 8.

\*You will receive an email when it is time to sign up for transportation.

### **What does the attendee fee include?**

The attendee fee includes all education sessions, conference materials, conference meals, breaks, recreational experiences, and ground transportation to/from Salt Lake City International Airport (SLC) on May 4, 5 and 8 only.

*\*It does not include travel, lodging and personal incidental expenses.*

### **What does the spouse/significant other fee include?**

The spouse fee includes all spouse activities, recreational experiences, hosted receptions and dinners, and ground transportation to/from Salt Lake City International Airport (SLC) on May 4, 5 and 8 only.

*\*It does not include travel, lodging and personal incidental expenses.*

### **What is the conference attire?**

#### **Meetings/Education:**

Business Casual

#### **Spouse/Significant Other Program:**

Resort Casual

#### **Socials:**

Sunday/Monday - Resort Casual

Tuesday – Cocktail Attire

### **What is the conference cancellation policy?**

- **Cancellations on or before April 19, 2024:** You can appoint a substitute senior-level executive, transfer your registration fee to the 2025 LTC 100 conference, or receive a refund less a \$100 service fee.
- **Cancellations after April 19, 2024:** No refunds or transfers to another conference will be allowed. You can appoint a substitute senior-level executive in your place.

### **Recreation Experiences & Suggested Attire:**

#### Sunday, May 5<sup>th</sup>

- A Taste of Salt Lake City: Casual attire, walking shoes, light jacket
- Executive Golf Tournament: Golf attire, soft-spiked shoes, collared shirt, hat & sunglasses
- Kennecott Copper Mine Tour: Casual attire, closed-toe shoes, light jacket
- Olympic Park Bobsled Adventure: Casual attire, closed-toe shoes, light jacket
- The Ultimate Bordeaux Experience: Casual attire

#### Monday, May 6<sup>th</sup>

- Spouse Discover Salt Lake City – Genealogy Experience, Mural Tour & Lunch: Casual attire, comfortable walking shoes, light jacket, hat, sunglasses
- Spouse High Tea at The Grand America: Casual attire

#### Tuesday, May 7<sup>th</sup>

- Spouse Discover Park City – Park City Tour & Lunch: Casual attire, comfortable walking shoes, light jacket, hat, sunglasses
- Five-Star Spa: Casual attire
- Millcreek Canyon Hike: Casual attire, athletic shoes, light jacket, hat, sunglasses
- Natural History Museum: Casual attire, walking shoes, light jacket
- Off-Road UTV Adventure: Casual attire, closed-toe shoes, light jacket, sunglasses
- Iron Chef Cook-Off: Casual attire

**What is the average temperature during the conference?**

High: 70°, Low: 50°

Please check the [weather](#) in advance and pack accordingly. Lunches and Sunday’s Reception will be outside.

**Does the hotel provide complimentary Wi-Fi?**

Wi-Fi in guest rooms, public areas and meeting space is included.

**Does the hotel offer room service?**

In-room dining is available 24 hours daily.

**What are the business center hours in the hotel?**

For printing and computer usage:

Hours of Operation: Monday – Friday 7:00am – 6:00pm; Saturday – Sunday 8:00am – 5:00pm

**What are the spa hours in the hotel?**

The Spa is open 7 days a week, Monday-Saturday: 8:00am – 9:00pm; Sunday: 8:00am – 5:00pm.

Call (801) 258-6568 to reserve a treatment and mention “LTC 100” to receive a 10% discount.

**What are the fitness center hours?**

The fitness center is accessible 24-hours-a-day with guestroom key card.

**Where do I park at the hotel?**

The resort offers on-site valet parking for \$35 per day/overnight and self-park for \$25 per day.