

# PDS Q&A

## Questions and Answers about PDS XXIV

**QUICK TIP!** Open the **BOOKMARKS MENU TAB** (on the left) to display contents of this eBook, then Click on selected questions or topics of interest to get fast answers!

### Registration and Payments

**1. Can I register all the people in my office?**

The registration system we use for PDS uses the e-mail address for each individual registration. Therefore, an e-mail address can only be used for ONE attendee, not multiple. If you have the e-mail addresses for the people you wish to register, it will not be a problem. If you have any questions or concerns please contact the Registrar, Breanna Smith at [breannasmith@earthlink.net](mailto:breannasmith@earthlink.net).

**2. Can I make changes to my registration once it is saved?**

Yes. When you register for PDS you will receive a confirmation number. You can use this to log into your registration and make any changes necessary until online registration closes on 25 January 2012. Please note there are no refunds allowed after 5 January 2012.

**3. What if my pay type changes?**

You will be able to change your pay type until 5 January 2012. Just go back to your registration on the website and change your pay type. If it is after 6 January 2012, you must contact the Registrar, Breanna Smith at [breannasmith@earthlink.net](mailto:breannasmith@earthlink.net). If we have already charged a credit card and you wish to change credit cards or change to another method of payment we can make the change, but we will charge you a service fee of \$35.00 to do so. We are charged a fee everytime we charge a credit card or make a refund so we will pass this fee on to you.

**4. If I miss online registration can I still go to PDS?**

We don't want anyone to miss PDS XXIV. We think it is going to be the best one yet! If you have not registered and it is past the online registration close date you may still register onsite in San Diego. However, we do recommend registering early to give you the best chance in attending all of the workshops and classes you prefer and to avoid lines onsite.

**5. When does online registration close?**

Online registration closes on 25 January 2012. If you need to register after that date you may register onsite.

**6. What happens if I need to cancel? Do you have a refund/cancellation policy?**

In the event of cancellation, the PDS XXIV Registration fee will be refunded if you have cancelled on or before 5 January 2012. There will be no refunds if you cancel after 5PM EST on 5 January 2012. Substitutions are allowed, but may not be of someone already registered to attend. To receive a cancellation number, e-mail Breanna Smith at [breannasmith@earthlink.net](mailto:breannasmith@earthlink.net). If you have received no response within three business days it is YOUR responsibility to follow up with PHMA.

**7. Can I substitute someone else if I can't go to PDS?**

If you cannot attend PDS but have already registered you may substitute a NEW attendee with no penalty. Please contact the Registrar, Breanna Smith at [breannasmith@earthlink.net](mailto:breannasmith@earthlink.net) if you have any questions.

**8. Can I bring my husband, wife and kids?**

PHMA does allow guests to the social events at the Seminar. If you are bringing a guest, you must contact the registrar directly. There is a separate payment option for guests, they will not be charged to your government credit card. **Please Note: Children under the age of 18 are not allowed on the Trade Show floor.**

**9. When will credit cards be charged?**

Credit cards will be charged starting on 16 January 2012.

**10. Do I get a receipt when I am charged?**

If you paid by credit card you receive an automatic e-mail receipt when the card is charged. When you arrive on site and pick up your registration material, you will have a personal schedule that also acts as your receipt. If this is not sufficient or if you lose it, you can see Breanna Smith onsite at the registration desk to obtain a new receipt.

**11. I thought I should receive the discounted price, why was I charged a higher rate?**

If you registered prior to 29 December 2011 you receive the discounted rate if you are a member, have provided complete payment information (complete credit card information, we have received your check or you are centrally funded), and are staying at the official PDS hotel. All other registrations receive the higher rates. Most often, price discrepancies occur when attendees choose that they are a member and their dues are not current, have not provided complete payment information or are not staying in the official PDS hotel. PHMA makes every effort to notify you after we receive your registration if the amount due is not correct so you can get it corrected by the due date. Also, if you are paying by SF 182 you will not receive the discount price. If you have any questions you can contact the Registrar, Breanna Smith at [breannasmith@earthlink.net](mailto:breannasmith@earthlink.net).

## Classes and Agenda

### **12. Can I just attend the tradeshow? Can I just attend one workshop, speaker, etc?**

Registration for PDS this year may be done "A la Carte" by the day. You can pick which days you would like to attend. However, there is no special Trade Show Only pricing or single workshop pricing.

### **13. How many sessions can I take?**

PHMA has worked closely with the Services to create an agenda that will maximize your training time in San Diego. You are able to take pre week classes offered by MHLI and PHMA that lead to Certification. On Monday you are able to choose one full day session or two half day sessions. On Tuesday you will be able to choose three sessions and attend the Trade Expo. Wednesday offers you two symposiums and the Senior Enlisted Leadership Panel. Thursday you spend all day in Service specific general sessions and Breakouts. **Please visit the [PDS AGENDA](#) page for a full listing of sessions for every day of PDS.**

### **14. Why can't I video tape sessions at PHMA PDS?**

Most sessions that are held at PHMA PDS are the intellectual property of the instructor and as such cannot be copied. These include all general sessions, featured speakers and any training session not conducted by a government employee. You can catch some of our sessions online at our PDS Blog.

### **15. Will there be time at PDS to meet other Military Housing Professionals?**

PHMA understands that we can learn a lot from our peers from across the globe. That is why we have scheduled several times for our attendees to network with each other. Some are in a more formal classroom setting such as the Senior Enlisted Leadership Panel series of discussions and some are more informal like visiting our Trade Expo and attending Hospitality Night.

## General PDS Questions

### 16. What is the dress code for PDS?

The dress code for Pre Week classes and PDS is business casual, which does NOT include jeans, shorts or tee shirts. Military dress, if required, is determined by the individual Service. For special events such as the Certification Coffee and PHMA sponsored receptions the dress code is also business casual. Hospitality Night and Closing Ceremonies are casual—jeans are encouraged. For Service specific events including any receptions or meetings, please contact your Service Point of Contact.

### 17. I was invited by a company to attend a private reception in another hotel. Can I attend?

If you are a government employee you are not allowed to attend any receptions that are not open to all government employees. Before attending check with your ethics counsel for guidance. It is best to err on the side of caution and not attend rather than finding yourself being called in for an ethics violation.

### 18. A company representative has asked me to join them for dinner. Can I accept?

Check with your ethics counsel before accepting. Companies are limited to a maximum gift of \$25 for a single item and \$50 per year.

### 19. I have special food requirements for a PDS event, who should I contact?

Special food requirements can be requested online during registration. You may also contact Breanna Smith at [breannasmith@earthlink.net](mailto:breannasmith@earthlink.net). PHMA will make all arrangements to ensure the menu meets your specific needs. It helps to not only tell us what you cannot eat (like allergic to wheat products) but to give us some examples on what you can eat (allergic to wheat products—substitute with chicken breast, veggies, potatoes).

### 20. I have special needs while at PDS, who do I contact?

If you have special needs such as wheelchair access, refrigerator in your room for medication or other special needs, please include this information with your online registration. You may also contact Breanna Smith at [breannasmith@earthlink.net](mailto:breannasmith@earthlink.net).

### 21. What are drink tickets used for? How do I get drink tickets?

Drink tickets have been sponsored by specific exhibiting vendors and the tickets are available in their booths. They may be used for one house brand mixed drink, beer, one soda, or one bottled water at Hospitality Night and Closing Ceremonies.

### 22. Will there be somewhere for me to buy coffee or breakfast at PDS?

Yes. The hotel will have breakfast and coffee available for sale near PDS events. Please check your daily FLASH while onsite.

**23. Will there be an orientation session for new PDS attendees?**

There will be an orientation session for new attendees and PHMA members (returning attendees are welcome too). This session is scheduled for Sunday afternoon and will introduce new attendees to key PHMA and MHLI staff as well as going over the week's agenda and other important points about PDS XXIV. The dress code for this event is casual.

**24. Will there be any special events for PHMA Certified attendees?**

This year at PDS there will be a special morning coffee and donut reception on Wednesday morning for our members who have earned PHMA certifications.

**25. Who can I contact within my individual service for more information regarding PDS?**

Please check with your PHMA Service representative for additional information. Service Representatives are as follows:

**AIR FORCE:**                      **Alicia George**                      [alicia.george@pentagon.af.mil](mailto:alicia.george@pentagon.af.mil)

**ARMY:**                              **Elizabeth Liggett**                      [elizabeth.k.liggett@us.army.mil](mailto:elizabeth.k.liggett@us.army.mil)

**COAST GUARD:**                      **Wes Westbrook**                      [richard.c.westbrook@uscg.mil](mailto:richard.c.westbrook@uscg.mil)

**MARINE CORPS:**                      **Darlene McCoy**                      [darlene.mccoy@usmc.mil](mailto:darlene.mccoy@usmc.mil)

**26. Do I have to attend the whole week?**

Though PDS is Monday through Friday you may not be able to attend the whole week. When you register, you will be able to register for the entire week or just pick the days you would like to attend "A La Carte" style.

**27. Do I have to be a PHMA member to attend PDS?**

You do not have to be a PHMA member to attend PDS, though PHMA does offer benefits to its members. PHMA will be having a drawing for a new laptop computer for all PDS attendees who are current PHMA members. Visit the [PHMA MEMBERSHIP PAGE](#) for more information regarding PHMA membership.

## Trade Show and Sponsorships

**28. Who can participate in the raffle in the Trade Expo?**

The Trade Expo raffle is open to all attendees and their guests. PHMA and MHLI staff members and their families are not allowed to participate. Exhibitors may not participate in the Trade Expo raffles.

**29. Where does the money go from the Trade Expo raffle?**

To the PHMA scholarship fund. Learn more about [PHMA's Scholarship Fund](#) today.

**30. Will PHMA help me ship my raffle prize?**

No, unfortunately PHMA will not ship any raffle items. Shipping and delivery is between the item winner and the vendor.

**31. May I take pictures in the Trade Expo?**

PHMA and MHLI only allow exhibitors to take pictures of their own booths with a PHMA staff representative. No vendors or attendees are allowed to take photos in the trade expo otherwise.

**32. Are there still sponsorships available for PDS? What about next year's PDS or another PHMA event?**

Contact Shannon Keating at (703) 771-0055 x21 or [smkeating@earthlink.net](mailto:smkeating@earthlink.net). She is our sponsorship coordinator and can assist you with what is available and how to take advantage of our incentive packages.

## Hotel and Surrounding Areas

### 33. What is the nearest airport?

San Diego International Airport, [www.san.org](http://www.san.org)

### 34. Where is the hotel located?

#### TOWN AND COUNTRY RESORT HOTEL

500 HOTEL CIRCLE NORTH  
SAN DIEGO, CALIFORNIA  
92108  
USA

TEL: 1-619-291-7131

FAX: 1-619-291-3584

### 35. How much does it cost to park?

Parking is free for our PDS Attendees.

### 36. Is there a gym or spa services?

There is a gym and spa available at the Town and Country Resort. The fitness center is free for PDS attendees. Visit their [Web site](#) for more information.

### 37. Can I get a smoking room? What are the smoking rules at the Hotel and seminar?

There are a limited number of smoking rooms available at the Town and Country Resort. There is no smoking at any PDS event or in the hotel common areas. Please only smoke in designated areas.

### 38. Can I get internet access in my room?

Yes, there is wireless available in your room. There is no charge for PDS attendees.

### 39. What is near the hotel?

Located in the heart of San Diego, the Town and Country Resort & Convention Center is just minutes away from many popular destinations such as LEGOLAND California and SeaWorld Adventure Park. Also close by is the World-Famous San Diego Zoo and the San Diego Wild Animal Park. The trolley that runs by the hotel provides access to most of these local attractions as well as the popular Gaslamp Quarter located in Downtown San Diego. The Fashion Valley Mall, the premier shopping mall in San Diego, is adjacent to the hotel.

### 40. Is there a tax exempt form for San Diego?

Yes. The form can be found here: [www.sandiego.gov/treasurer/pdf/exmptreq.pdf](http://www.sandiego.gov/treasurer/pdf/exmptreq.pdf).

More information can be found at the GSA Web site as well. As always, please discuss with your supervisor.

## Other Questions

### 41. Who can I contact for questions that aren't answered?

If you have read through the PDS Web site and this FAQ and still have questions please feel free to contact PHMA using the contact information below.

■ **REGISTRATION, PAYMENT:**

Breanna Smith, Registrar  
703-771-1888, ext. 12  
[breannasmith@earthlink.net](mailto:breannasmith@earthlink.net)

■ **EXHIBITORS, TRADE EXPO:**

Monique Jenkins, Trade Show Coordinator  
703-771-1888, ext. 10  
[phmaadmin@earthlink.net](mailto:phmaadmin@earthlink.net)

■ **SPONSORSHIPS:**

Shannon Keating, Project Manager  
703-771-1888, ext. 21  
[smkeating@earthlink.net](mailto:smkeating@earthlink.net)

■ **CHAPTERS:**

Shannon Keating, Project Manager  
703-771-1888, ext. 21  
[smkeating@earthlink.net](mailto:smkeating@earthlink.net)

■ **PRE WEEK CLASSES:**

Dana Fikes, Training Coordinator  
703-771-0055, ext. 16  
[dfikes@mhli.org](mailto:dfikes@mhli.org)

■ **AGENDA, SPEAKERS, GENERAL INQUIRIES:**

Kati Trump, Events Management Project Manager  
703-771-1888, ext. 17  
[katitrump@earthlink.net](mailto:katitrump@earthlink.net)