

15th ANNUAL NCPSMA WESTERN CONVENTION

IMPORTANT INFORMATION FOR EXHIBITORS

May 24-25, 2023

Hotel Reservations

- Room reservations are to be made on an individual basis.
- Reservations should be made by calling Ridgecrest Reservations Department directly at 1-800-588-7222.
- Special room rates for this convention range from \$119 - \$139 (before taxes), depending on room type and room occupancy.
 - In order to receive the special convention rate, you must inform the Reservationist at the time of booking you are attending the "2023 NCPSMA Convention".
- **NCPSMA 2023 Western Convention reservation block ends May 6, 2023, after which date rooms and room rates are not guaranteed.**
- A credit card will be required for booking your reservation.
- Individual reservation deposits require a one (1) night's room rental.
 - This deposit is refundable less a \$10 per room processing fee if cancelling 60 or more days prior to arrival, one-half refundable if canceling 30-59 days prior to arrive, and non-refundable if cancelling less than 30 days prior to arrival. Ridgecrest is not a "transient hotel" thus rescheduling of cancelled rooms requires greater advanced notice.
- Please be sure to inform Ridgecrest Reservationist of any special needs i.e., handicap accessible room or other special request at the time of booking.
- **Check-in time is 4:00 PM and check-out time is 10:00 AM.**
- **If paying by check, please make payable to Ridgecrest.**

Meal Tickets

- Meal Tickets can be purchased for \$35 per person (\$37 for debit/credit payments). Meals include are:
 - Wednesday: Breakfast and Dinner
 - Thursday: Breakfast only
- Meal Tickets must be purchased through NCPSMA Executive Director Kristie Payne **before May 8, 2023**.
- Due to our Catering Cutoff date of May 8th, Meal Tickets **CANNOT** be purchased at the Convention.
- **A Buffet Lunch will be served Wednesday and Thursday, which is included in your event registration fee.**

Delivery Fees

- *If you have need to have materials delivered to Ridgecrest, you must contact Ridgecrest to set up payment for the delivery fee.*
- A delivery fee will apply to all boxes and pallets received by Ridgecrest.
- The delivery fee is \$5 per box or \$75 per pallet. A 15% service charge will apply to shipments that arrive at Ridgecrest outside of normal business hours (Monday-Friday, 8:00 am – 5:00 pm).
- Ridgecrest Conference Center is not responsible for lost or damaged shipments, or any items left more than one (1) week after event's completion.
- Ridgecrest will receive deliveries no earlier than one (1) week prior to the event (2023 NCPSMA Convention).
- Outgoing shipments must be packaged and labeled by event and must be picked up within one week of the event's completion.

Ridgecrest Behavioral Standards

Ridgecrest is a Christian Conference Center and in keeping with their mission, the following standards help to assure the comfort of all guests.

- Alcoholic beverages, illegal drugs, firearms, and fireworks are **not permitted**.
- The use of tobacco and tobacco related products are prohibited. A \$250 cleaning fee will be incurred per incident if this standard is violated.
- Burning of incense or candles is prohibited.

- As a courtesy to all guests, please observe noise curfew from 11:30 pm and 6:30 am.
- Immodest clothing, distasteful or offensive monograms/designs, bare feet in public areas, or any extreme style of dress is prohibited.
- Pets are not permitted in any Ridgecrest facility. However, service animals as defined by ADA regulations are permitted. ADA regulations define a service animal as “any dog that is individually trained to do work or perform tasks for the benefit on an individual with a disability, including physical, sensory, psychiatric, intellectual, or other mental disability.” Per the US Department of Justice, “The crime deterrent effects of an animal’s presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for the purposes of this definition.” Such animals are not service animals and are therefore not permitted in any Ridgecrest facility.
- Ridgecrest is not responsible for lost or stolen possessions. Ridgecrest does not assume responsibility for damage or loss of any material articles prior to, during or following events.

If you experience any problems during the convention, please come to the NCPSMA registration desk to speak to either NCPSMA Executive Director Kristie Payne, NCPSMA State President David Martin, or NCPSMA State Vice-President Mark Letchworth. We will, to the best of our ability, work with you to resolve any problem. If you have any questions or comments, please contact Kristie Payne, NCPSMA Executive Director, at (828) 565-0115 or e-mail at office@ncpsma.org.