

Caregivers Together 2024 Frequently Asked Questions

General

When is Caregivers Together 2024?

Caregivers Together 2024 will take place on Friday, November 1 and Saturday, November 2, 2024.

Where will Caregivers Together 2024 take place?

Caregivers Together 2024 will be available in three formats:

1. Online via Whova:
 - Access all sessions virtually through the Whova website and/ or app.
2. In-Person:
 - Attend in-person at the DoubleTree by Hilton Hotel West Edmonton (16615 109 Ave NW, Edmonton, AB T5P 4K8).
3. Satellite Watch Parties:
 - Join our watch parties in either Fort McMurray (MacDonald Island Park, 1 C. A. Knight Wy, Fort McMurray, AB T9H 5C5) or in Lethbridge. More details to come!

Will I be able to watch conference sessions online at a later date?

Yes, videos and virtual sessions will be available on the Whova platform for three months after the conference. Recorded videos will also be uploaded to the [Caregivers Alberta YouTube](#) channel.

Can I attend the conference both virtually and in-person (i.e., one day in-person and one day online)?

Yes, you can attend Caregivers Together 2024 both virtually and in-person. Please indicate this by selecting “both” on your registration form under the question “will you be attending in-person or virtually?” Both in-person session locations and Zoom links will be available on the Whova app and/ or browser.

Can I volunteer at Caregivers Together 2024?

Yes, and volunteers can attend the conference for free! If you are interested in volunteering, please email volunteer@caregiversalberta.ca to connect with our volunteer coordinator, and check if volunteer positions are still available.

Is the banquet dinner included for everyone?

No, the banquet dinner is not included in registration costs. If you wish to take part in the in-person banquet dinner, you must add this option on the conference registration form for an additional fee of \$15 per person.

How do I use Whova?

Whova can be accessed via an online browser, or through the [Whova app](#), which is available for both Android and Apple iOS devices for free on Google Play or the App Store. For detailed instructions, please refer to the [Whova Attendee User Guide](#).

How will I register in my selected breakout sessions?

You will be able to add specific breakout sessions to your agenda on the Whova platform. For detailed instructions, please refer to the [Whova Attendee User Guide](#).

Registration

How do I register for the conference?

You can register for Caregivers Together 2024 on the Whova platform at the [Caregivers Together 2024 Attendee Registration Page](#). If you need assistance in registering, please email us at conference@caregiversalberta.ca.

What is the registration cost?

There are two cost streams for the conference, each with an early bird special:

- For caregivers: Registration costs \$40 (early bird) or \$50 (regular).
- For professionals: Registration costs \$100 (early bird) or \$150 (regular).
- Early bird pricing is available until September 16, 2024, at 11:59pm.

Are there different prices for in-person versus virtual attendance streams?

No, there are not different prices for in-person versus virtual attendance streams. The event costs are distributed across both components of the conference. Therefore, a single price ensures a high-quality experience for all attendees, whether attending virtually or in-person.

What is the registration cancellation policy?

Cancellations can be made until October 25, 2024, at 12:00pm MST by emailing conference@caregiversalberta.ca. For more details, please see our [Cancellation Policy](#).

I can no longer attend. How do I transfer my registration to another person?

Attendee substitutions are allowed up to October 14, 2024. Please email conference@caregiversalberta.ca with the replacement attendee contact's information.

What forms of payment does Whova accept for registration?

Whova accepts Visa, Mastercard, American Express, Discover cards, Apple Pay, Google Pay, Link Diners Club, JCB, and China UnionPay.

I signed the required photo consent policy during registration; how can I opt out of being in photos?

To opt out of being in photos, please email us at conference@caregiversalberta.ca.

I keep getting an “error” notification when I try to submit my registration form; what should I do?

If you are getting an error notification when submitting your registration form, please go back through the form and look for any required fields you may have missed. These fields will be emphasized in red font with an asterisk (*). Please add or correct any information and try submitting again.

Virtual Attendees

I’m attending virtually from a different time zone; how will I know the time of the conference sessions?

Once you are registered, Whova automatically converts session times to the time zone set on your Whova app or browser.

How will I view the live sessions?

You can view the live sessions on Whova through directly embedded videos or by accessing a Zoom link. Links to view sessions will be available in the Whova Caregivers Together 2024 Agenda.

In-person Attendees: Edmonton

Is the venue accessible?

For details, please see DoubleTree by Hilton West Edmonton's accessibility information here: [Venue Accessibility](#) and then click the "Accessible Features" button. For specific accessibility needs please email us at conference@caregiversalberta.ca.

Is parking available at the venue?

Yes, complimentary surface parking will be available at the DoubleTree by Hilton West Edmonton venue for conference attendees.

How do I book a hotel room at the DoubleTree by Hilton Hotel West Edmonton?

For room reservations please call 1-800-661-9804 or 780-484-0821 and **ask for the Caregivers Conference 2024 room block**. Or book through **this link**: <https://www.hilton.com/en/attend-my-event/caregiversconference2024/> to ensure a room in our guestroom block. All reservations in the guestroom block must be made before Saturday, October 5, 2024.

Satellite Watch Parties

Is parking available at the satellite watch party locations?

The Fort McMurray watch party is taking place in the North Ballroom of MacDonald Island Park, 1 C. A. Knight Wy, Fort McMurray, AB T9H 5C5. Free parking is available.

More details on the Lethbridge watch party coming soon!

For more detailed information on Whova, please refer to the [Whova FAQ](#) page. For further conference inquiries, please email conference@caregiversalberta.ca to connect with our team.