

NOVA 49th ANNUAL TRAINING EVENT

FAQs



Why does conference registration look different this year?

NOVA has partnered with an organization, Bravura Technologies, to streamline your experience! From online registration (in-person, virtual, or both), to on-site check-in, to the conference app; everything is now in one place to ensure a smoother beginning-to-end process for you!

How can my agency receive an invoice this year (individual or group)?

NOVA will no longer be generating invoices because you are now able to do everything online in one place via the online portal!

The attendee, or cardholder, can begin the process by registering the attendee. After entering the attendee's basic information and selecting which registration product(s) are available (in-person, virtual add-on; virtual and/or membership options), you will then hit the "Purchase" button. Once on the registration details page, you can add another 'Registrant' at that time or proceed to your payment method. Selecting "Pay by Check" will provide a detailed invoice of those to be registered. The registration invoice email will be sent to the original attendee but additional email addresses can be added to receive a confirmation email at the bottom of the page.

Once the invoice is approved by the organization, if a credit card payment would like to be made instead, the account is available for future access via sign-in on the online portal. If the organization would rather pay by check, mail a copy of the confirmation email to NOVA along with the check to:

NOVA

Attn: NOVA Conference Registration

510 King Street, Ste 220

Alexandria, VA 22314

I am the cardholder. How do I pay for my staff member attending the conference?

If the staff member (attendee) has already registered for the event and has an online account, please have them provide you their log-in (sent in the confirmation email) to access their account. You will then be able to go to the "View Orders" page and pay the pending amount to finish their registration.

If the attendee has not yet gone online, you as the cardholder may go online and register the attendee completely by filling in their relevant information and completing the payment. On the final confirmation page, you will also be able to send the payment confirmation email to yourself.

What qualifies as a group?

A group is 5 or more individuals registering at the **same time** in the online portal with payment made as a **one-time bulk payment**. The discount will be automatically applied to your online purchase order once all 5 individual attendees have been added at one time (going back into the account later to add more attendees will count as a new order; so, ensure you have all attendee's information as it will need to be entered at the same time to qualify for the group purchase. Making multiple purchases of less than 5 will not qualify for the group discount and discounts will not be made retroactively).

Should I sign up for the in-person, virtual or both?

NOVA is offering multiple options for this year's conference.

NOVA strongly encourages all attendees to be fully vaccinated against COVID-19 and will continue to follow the CDC's most up-to-date guidance for preventing the spread of COVID in large groups. This may include requiring attendees to provide proof of vaccination and/or take other preventative measures.

By registering for both the in-person and virtual event, you have the opportunity to earn up to 32 CEUs (please note that all CEUs must come from new learning. You will not be able to receive CEUs for attending the same workshop/keynote/plenary session twice). **The In-Person Conference will be taking place at the Marriott New Orleans July 31-August 3, 2023. The Virtual Conference will be taking place live online from September 18-22, 2023** and the recorded content will be available for up to 90 days.

Will the same workshops be offered at the in-person and virtual event?

NOVA will be recording the Keynote(s), Survivor Tribute and Closing Townhall sessions which will all be available for the virtual attendees to view. NOVA will have 9 virtual sessions selected from our most popular workshops at the in-person event to cover a variety of topics across the field of advocacy.

Continuing Education

Because of the varying needs and costs associated, NOVA is not able to provide continuing education (CEUs) for every discipline, however, NOVA is able to provide NACP and D-SAACP CEUs for the event. This does not mean that you may not be able to utilize the conference for CEUs for your discipline, however, you would need to contact your organization to find out how to use your CEU report to obtain the continuing education credit you are seeking.

How do I reserve my in-person workshop choices?

All workshops are first-come, first-serve. We encourage attendees to select a minimum of first and second choice workshops in the conference app to ensure that if your first-choice workshop room is filled, that you know where to head for your second choice. But selecting your favorites in the app is not a reservation of space.

Cancellation and Refund Policy

In-Person:

For all paid registrations, a refund, less a \$90 cancellation charge, is available if a cancellation request is received via mail, fax or email at the NOVA office by 5:00PM, ET June 15, 2023. **No refunds are available, for any reason, after June 15, 2023, 5:00PM, ET.**

NOVA is unable to refund only the virtual or in-person component of a bundled deal. Your total registration cost is subject to the same cancellation policy above.

Paid registrations for the in-person 49th Annual Training Event may not be transferred to NOVA's 2023 Virtual Conference after June 15, 2023, 5:00PM ET.

Virtual:

For all paid registrations, a refund, less a \$90 cancellation charge, is available if a cancellation request is received via mail, fax or email at the NOVA office by 5:00PM, ET August 15, 2023. **No refunds are available, for any reason, after August 15, 2023, 5:00PM, ET.**

NOVA is unable to refund only the virtual or in-person component of a bundled deal. Your total registration cost is subject to the same cancellation policy above.

Paid registrations for the in-person 49th Annual Training Event may not be transferred to NOVA's 2023 Virtual Conference after June 15, 2023, 5:00PM ET.

I can no longer attend the in-person event. What are my options to switch my registration?

If you are registered for the in-person event only, and are no longer able to attend, NOVA will allow you the one-time option to switch your registration to the virtual event in September (note: there are no refunds in price difference) until June 15, 2023.

If you are registered for the in-person event only, and are no longer interested in attending, NOVA will allow a one-time switch to a different person within your organization until June 30, 2023. Registration transfer requests can be made by the attendee, or organization, by putting the request in writing via email: conference@trynova.org to let us know which attendee is no longer able to attend and the person who is taking their place.

I can no longer attend the virtual event. What are my options to switch my registration?

If you are registered for the virtual event, and are no longer able to attend, NOVA will allow a one-time switch to a different person within your organization until September 1, 2023. Registration transfer requests can be made by the attendee, or organization, by putting the request in writing via email: conference@trynova.org to let us know which attendee is no longer able to attend and the person who is taking their place.

Please note that due to the differences in fees, you are not able to switch from virtual to in-person. If you would like to attend the in-person event, you will need to request cancellation of the virtual event, subject to the cancellation policy, and re-register at the current rate for the in-person event.

What is the vaccine/booster requirement to attend?

NOVA strongly encourages all attendees to be fully vaccinated against COVID-19 and will continue to follow the CDC's most up-to-date guidance for preventing the spread of COVID in large groups. This may include requiring attendees to provide proof of vaccination and/or take other preventative measures.

Am I required to wear a mask?

At this time, NOVA is not planning on a masked event. NOVA will continue to monitor CDC guidance issued for bringing a large group together and will send out an eblast immediately to all registered attendees should anything change in the guidance in order to safely bring together staff, volunteers, attendees and exhibitors.

What does the registration fee cover?

The registration fee covers attendance of the 4-day event, to include access to over 120 different workshops, dynamic keynote sessions, an incredible Survivor Tribute as well as the Opening and Closing. **Meals, transportation, and airfare are all separate from the registration fee.**

Will there be on-site registration?

NOVA no longer offers on-site registration. **The deadline to register through the online portal and pay for the in-person event is July 15, 2023.** The deadline to register and pay for the virtual event is September 8, 2023.

Is there a discount rate for military attendees?

NOVA does offer a discounted rate for NOVA members, but there is not a separate discounted rate for military attendees.

Who is eligible for the student rate?

This rate is only intended for students under the age of 25 looking to enter the field of victim services who is **not** already employed with a victim service agency. You can email NOVA at: conference@trynova.org to confirm you meet NOVA's student rate policy and be provided the code to complete your registration if you do.

Does NOVA offer scholarships?

NOVA does offer limited need-based scholarships that cover the conference registration fee and 4 nights at the hotel; the scholarship does not cover any other fees associated with attending the event. **The scholarship window will be open through March 10, 2023** and requires a letter of support from your agency's supervisor should you plan to attend the in-person conference. NOVA's Scholarship Committee will meet in March to select the five scholarship recipients.

Do I need to arrange for a rental car? Does the hotel offer parking?

Marriott New Orleans off Canal Street valet parking fee is \$50.71 and NOVA attendees will receive a 25% discount on in/out valet-parking. As the hotel is conveniently located in New Orleans and has extremely limited valet parking, NOVA encourages all attendees to consider ride-share, cabs, SuperShuttle type options to access the hotel and local area as once at the hotel, the area is very walking friendly.

Are guests allowed?

Unfortunately, personal guests are not permitted at any of the conference activities.