

Frequently Asked Questions:

1. I would like to attend only one day of the convention out of the three. Can I pay a cheaper price for attending only one day instead of the entire registration fees?

For a value of \$500 or more, you are able to participate in 3+ days of business meetings, networking, nightly entertainment, nyama choma/babercue, passport services, job interviews and more for \$149 members /\$169 non-members. Therefore, we do not currently offer a la carte pricing or options for partial participation for the convention.

2. I am not interested in attending the conference during the day for the Friday and Saturday but I am interested in coming to the kwaheri party on Saturday. Do I need to pay anything?

The registration fee of \$149 members / \$169 non-members is required in order to participate in any of the convention activities. This registration fee is quite modest, but all inclusive. Kindly revisit the convention agenda and consider attending other events besides the Kwaheri party

3. I have already paid for the registration fees but something came up last minute and I will not be able to attend the convention. What options do I have? Can I get a refund? Can someone else take my place and they pay me back for the registration fees?

Refund Policy for Registration Fees:

- Claiming Refund Before 03/14/2016 – You will get 100% of the paid fees.
- Claiming Refund After 03/14/2016 and before 03/28/2016 – You will get 75% of the paid fees.
- Claiming Refund After 03/28/2016 and before 04/14/2016 – You will get 50% of the paid fees.
- Claiming Refund After 04/14/2016 – You will get 25% of the paid fees.

You also have the option to transfer your entire registration to another individual. Partial transfers, meaning you attend some of the events and have another person attend other events, are not permitted. Simply contact us at dicota@dicotausa.org at least 1 week prior to convention start date to make this change. The Onsite Registration Committee will work on a best efforts basis to accommodate these changes during the course of the convention.

Any changes to hotel reservations must be done directly through the Hyatt via Tel: +1 972 619 1234 or <http://northdallas.hyatt.com/en/hotel/our-hotel/business-services.html>

4. If I need to cancel/change my hotel reservations, what do I need?

Any changes to hotel reservations must be done directly through the Hyatt via Tel: +1 972 619 1234 or <http://northdallas.hyatt.com/en/hotel/our-hotel/business-services.html>

5. I am in Tanzania and I am not able to pay for my registration on paypal using my credit card. I keep on getting an error message. Is there another option for me to pay? Can I send money using western union?

If you require assistance making payment outside of paypal or credit card, please contact us at dicota@dicotausa.org for alternate arrangements.

6. I have paid for the registration but I don't see a badge with my name. I understand I need one to get into the conference. How can I get a name tag?

At the onsite registration desk at the hotel in Dallas. This desk will be open starting Thursday April 28 afternoon, and all day on all convention days.

7. What is the policy of cancelling my registration for the convention?

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- Claiming Refund After 04/14/2016 – You will get 25% of the paid fees.

You may also transfer this registration in its entirety to another person. Please contact dicota@dicotausa.org to make this change.

8. Can I register for a sponsorship booth the day of the convention?

While accommodations will be made for sponsors to register for the convention during the session, we highly encourage you to pre-register to maximize your ability to take advantage of all the benefits that come with the sponsorship packages. Payments can be made via credit card, paypal or with cash.

9. Do I make my own travel arrangements to Nyama Choma?

Limited transportation will be available from the Hotel to any social events happening offsite.

10. Can I register for hotel accommodations the day of the convention?

We encourage to reserve your room at the host hotel as soon as you register for the convention in order to take advantage of the preferred rates starting at \$89/night for DICOTA delegates. Hyatt can be contacted at via Tel: +1 972 619 1234 or <http://northdallas.hyatt.com/en/hotel/our-hotel/business-services.html>.

Any changes or cancelations should also be handled directly through the hotel.

11. Can I ship my showcase materials to the hotel (sponsors)?

Contact the Hyatt at (214) 245-4920 or <http://northdallas.hyatt.com/en/hotel/our-hotel/business-services.html> to make the necessary arrangements.

12. Is there someone to help me manage my booth if I need to take a bio-break?

Typically we do not guarantee this. However, we will have a few volunteers on hand, who can provide assistance to sponsors on a best efforts basis.

13. What meals will be offered at the convention?

On Thursday, there will be a reception with finger foods. On Friday and Saturday breakfast, lunch and dinner will be served – Friday's dinner will be part of the special Gala banquet and Saturday BBQ will serve as the dinner; on Sunday brunch will be provided.

14. I paid for my registration but embassy denied me a visa, how can I get a refund for convention fees?

Contact dicota@dicotausa.org who will work through options with you

15. Is there a business center in the Convention's hotel or are there business services available close to the hotel?

Yes, the hotel has a business center for your convenience (multiple workstations with high speed internet, a top of the line color copier and printer, High-speed Wireless Internet access.) For more information, use the following <http://northdallas.hyatt.com/en/hotel/our-hotel/business-services.html> or contact the hotel directly at 972 619 1234

16. What kind of transportation is available to get from the airport to the hotel?

You can book transportation from the airport to the hotel via the hotel (Hyatt) by calling 1 972 619 1234 or you can get ground transportation from DFW airport using this [link](#)