

# GENERAL EVENT FAQ



## Frequently Asked Questions

### What is the Group Congress Package?

The Group Congress Package is a comprehensive bundle only offered through our preferred travel partner, **Corporate Travel Service (CTS)**, a Catholic-owned and operated travel agency. Housing and Congress passes are conveniently packaged into one rate, simplifying your purchase process.

### How do I register for the Group Congress Package with my diocese?

1. Scan the QR Code on your group's brochure to access the online registration site.
2. Follow the prompts to enter your personal information, select your rooming configuration, enter payment information, and acknowledge our terms and conditions.
3. Upon completion, you will receive a confirmation email with your diocesan code and a video tutorial providing instructions for finalizing your registration on the official National Eucharistic Congress' website.
4. Note that you will register *first* on CTS website and *second* on the NEC website.

### What is the payment/cancellation schedule?

Payment Schedule:

A \$250 per person deposit is due upon registration.

A \$500 per person payment is due December 31, 2023.

The remaining balance is due April 17, 2024.

All payments are non-refundable.



### What about travel insurance?

To protect your investment, travel insurance is highly recommended.

Visit [www.travelinsured.com/agency?agency=47907&p=CTS21](http://www.travelinsured.com/agency?agency=47907&p=CTS21) to purchase insurance.

### What is the process for registering children?

Children ages 3-18 receive a \$200 discount. You will need to register these children with CTS as they will count in the occupancy of your room. You will then also need to register them with the NEC, following the prompts during your registration.

Children ages 0-2 are free. You will not need to register these children online with CTS (to avoid charges), but you do need to register them on the NEC's official registration page.

**Please call Corporate Travel directly if you will be traveling with children in this age range.**

### When will I receive my hotel details?

Hotel accommodations details will be provided by CTS three months in advance of the Congress start date.

### What about transportation to and during the event?

For dioceses who would like to travel together to and from Indianapolis, Corporate Travel will customize group air or motorcoach packages. Along with this, Corporate Travel is working with the NEC to offer transportation from the hotel to the stadium during the event. Watch your email for details.



### When will I be able to choose which sessions I attend?

- Currently, when you formalize your registration on the NEC site, you'll be able to select the General Sessions you wish to attend. Then as we get closer to the event, the NEC will send out an email to everyone who has registered in order to select your sessions from their finalized programming list. Expect this email sometime in spring 2024.

### Can I bring outside food and beverages into the venues?

- Outside food and beverages are not allowed at Lucas Oil Stadium, Gainbridge Arena, or the Indiana Convention Center. You will need to consume any outside food and beverages prior to entering these venues. The only exception is baby food/formula/toddler snacks.
- These venues will have food and beverage services for purchase available during mealtimes.

### What are the medical accommodations?

- Within registration for the National Eucharistic Congress, you can select whether you need accommodation for disability assistance, visual/audio assistance, and/or ASL interpretation. These are general categories that can be flexible to suit your needs. The NEC will then follow up with you in spring 2024 to confirm how they can best assist you.

### What should I pack?

- Use the packing list below as a guide. (Remember to bring any other essential personal items you may need, such as prescription medication and the like.)
  - Small, clear bag/backpack to carry on-site (for smoother security checkpoints)
  - Mass attire
  - Casual attire
  - Outdoor apparel (hats, sunscreen, water bottles, etc.)
    - Please check the weather forecast before you leave and expect warm temperatures.
  - Bible/journal
  - Toiletries
  - Money for meals, vendor booths, gratuities for housekeeping and porter services
- Please note: to enter any sessions in Gainbridge Fieldhouse, you may only have a bag that is no bigger than 4" x 6" x 1.5".

### Who do I contact with questions or to help with registration?

- Customer service representatives at Corporate Travel are available 9:00 AM – 5:30 PM EST Monday through Friday. Call: 866-468-1420.

