

WCNA 38 Frequently Asked Questions 16 January 2024 Edition

(We will update this as the convention draws closer)

- ◆ **WHEN DOES THE CONVENTION START?** Onsite registration and other pre-convention activities will begin Wednesday, 28 August. The convention officially begins Thursday morning, 29 August, and ends at about 2:00 pm on Sunday 1 September 2024. The Unity Day meeting on Sunday is something we hope you can experience. Pre-convention activities include a Wednesday evening speaker meeting and sightseeing tours Wednesday afternoon. Limited tickets are available to a Washington Nationals baseball game Wednesday evening. Marathon meetings will be held throughout the convention weekend. More details will be available as we get closer to WCNA.
- ◆ **WHERE IS THE CONVENTION TAKING PLACE?** At the Walter E. Washington Convention Center – 01 Allen Y Lew Place NW, Washington, DC 20001, 202-249-3000.
- ◆ **WHAT IS THE MAIN HOTEL?** There will be many hotels for people to choose from, and we are adding hotels as they become available. Updated information can be seen at www.na.org/wcna
- ◆ **TOTAL EXPECTED ATTENDANCE:** 24,000 +
- ◆ **TIME ZONE:** Washington DC will be on US Eastern Daylight Savings time.
- ◆ **FLYERS**—Printable pdf flyers with convention registration information are available online at www.na.org/wcna.
- ◆ **WCNA 38 UPDATES:** All primary registrants will get all updates. Others can sign up for any email list at www.na.org/subscribe to receive NAWS Update emails, which include WCNA updates. Additionally, updates will be posted on the website. www.na.org/wcna.

PROGRAM DETAILS

The full program for WCNA 38 is still under construction! Watch www.na.org/wcna and your inbox for announcements.

- ◆ **PRE-CONVENTION ACTIVITIES** begin Wednesday evening and include speaker meetings in the evening. We will be posting a link to sightseeing tours on our website. A limited number of tickets to a major league ballgame on Wednesday will be available for purchase with your registration package.
- ◆ **MARATHON MEETINGS:** There will be a marathon meeting and other recovery meetings at nearby hotels.
- ◆ **WORKSHOPS** in the Walter E. Washington Convention Center will begin at 10 am each morning.
- ◆ **MAIN SPEAKER MEETING:** There will be a main speaker meeting each evening Thursday, Friday, and Saturday. Main meetings will be livestreamed. Information on livestreamed meetings and translations will be available at www.na.org/wcna
- ◆ **BANQUET:** WCNA 38 will not have a banquet.
- ◆ **EVENTS:** Information on ticketed events (i.e. concert, jazz brunch, etc.) is posted at www.na.org/wcna. Coffee houses and dances each night (Thursday, Friday, and Saturday) are free with your registration.

- ◆ **TRANSLATIONS:** All main meetings have translations available in Spanish and ASL. Translations equipment will be available for other language groups upon request. If you have a need for translations, please let us know as soon as possible: wcna@na.org.
- ◆ **UNITY DAY CELEBRATION** will take place on Sunday 1 September at 11:30 EDT, during the closing meeting of WCNA 38. Links to this meeting will be available to members, groups, correctional facilities, and institutions worldwide. More information will be available soon at www.na.org/wcna.

HOTEL INFORMATION

- ◆ **HOW TO MAKE HOTEL RESERVATIONS** Do not call hotels directly. Use the links on www.na.org/wcna to receive convention discount pricing and WCNA room availability.
- ◆ Because there is so much to see and do in DC, our hotels have agreed to accept our convention rates for three days before and after the event.
- ◆ **A kind note about calling the hotel “just to be sure”**
 - We subcontract with an organization to manage all the reservations for all the hotels in our room block. The reservations are in their database, and the hotels may not have that information until the last minute.
 - Please do not call your hotel “to be sure” (or to confirm your reservation) until after 23 August 2024. Please understand that processing your reservations from the Housing Bureau into the Hotel system will take time. Rest assured that if you received a confirmation number from the Housing Bureau, the hotel will honor your booking.

VOLUNTEERING TO BE OF SERVICE

- ◆ Members wishing to volunteer to be of service at WCNA 38 will be able to sign up online at www.na.org/wcna after they register for the convention. Members must be registered in order to volunteer. The volunteer link will open soon. There will be plenty of opportunities to be of service once you’re onsite, as well. Check with the Convention Information Desk for opportunities to serve throughout WCNA.

CONVENTION REGISTRATION INFORMATION

- ◆ **About your WCNA registration:** Registration for WCNA 38 begins at \$175 US. There is no discounted registration option. We know it’s more than other conventions. WCNA costs a lot to produce—and more this year than ever before. We expect this to be the largest convention we’ve ever held, and the facilities required to hold us—the security required for a large event in a capital city— translations, ADA accommodations, equipment and labor—the technology to make the meetings visible and available in the convention center and around the world—the costs will exceed revenue from registration. We count on merchandise sales to make up the remainder, and meeting our hotel room blocks helps defray some facilities expenses. The WCNA workgroup and more than 1500 volunteers make this event possible. Each of us demonstrates the Power of Love in our actions and goodwill as we bring an event this big and complex into reality.

- ◆ **WCNA 38 IS A REGISTRATION-REQUIRED EVENT.** That means everyone must be wearing a badge to enter any part of the Walter E. Washington Convention Center. Your WCNA registration badge also admits you to the coffee house events and dances. All other events require an additional ticket to attend.
- ◆ **WHY IS REGISTRATION REQUIRED?** For many years, WCNA has been registration-required because of the expense and planning necessary to create an event this large. But the security requirements in Washington, DC add another dimension. The Convention Center requires that everyone be badged to have access to their facility. Children 13 and under may receive a badge at no cost from registration; Nar-Anon member badges will be recognized by security; but without a badge from NA or Nar-Anon, no one, for any reason, will be admitted to the building.
- ◆ **WHY PRE-REGISTER?** This will be our largest World Convention to date! Conventions this large and complex require a lot of planning and are expensive to produce. This year more than ever, we are depending on early registration to allow us to make preparations and reserve the facilities so that WCNA 38 can be fun, festive, safe, and smooth.

We strongly encourage everyone attending the World Convention to pre-register. Preregistration helps to pay for the services necessary to make the event happen and allows greater access to seating, events, merchandise, and service opportunities. The date of pre-registration determines seating at main meetings and affords you access to the onsite merchandise store on Thursday. Members who register after 31 July cannot access the merchandise store until Friday. As always, we will also have a limited number of registrations for those in their first 30 days.

The Walter Washington Convention Center can hold us, but the main meeting room is long and narrow. There will be screens, so everyone can see from everywhere in the room. In an effort to make the crowded main events safe and manageable, seating in the main meeting rooms and special events will be color coded by section. Individual seats will NOT be reserved, but your color-coded section of the room will be determined by when you register. The earlier you register, the better your seats will be. If you want to sit with your friends at the main meetings, make sure you all register around the same time.

The same applies for the ticketed Special Events: the earlier you register, the better your seats will be. **You will be able to add events and pre-registration merchandise after you pre-register, as long as the events are still available.** For some events, you will be able to buy a table rather than just a seat, and your friends will be able to join you there.

- ◆ **WHAT DOES REGISTRATION PAY FOR?** Registration pays for expenses, including the convention center, audio/visual services, security, labor, and event coordination services. While the cost to register for a World Convention may seem high, registration fees alone don't even cover the total costs. The difference is made up through merchandise sales and ticketed events revenue.

We are often asked why registration for WCNA costs more than most area and regional conventions. One of the key differences is that WCNA requires the use of a major convention center and several hotels, while most area and regional events are held in a single hotel or hall. The costs at these facilities for set-up, service, and equipment; and

the size and scope of our audiovisual, translations, and accessibility services are unlike even the largest local events.

- ◆ **NEWCOMER REGISTRATIONS:** There will be a limited number of registrations available for newcomers. Our ability to provide those depends on the willingness of members to contribute to the newcomer fund, and hence we cannot predict how many will be available. We will have more information on newcomer registrations when it is closer to the date.
- ◆ **SHOULD A GUEST REGISTER FOR THE CONVENTION?** Access to the convention center requires a badge. There will be no special accommodations for non-member guests. We will offer complimentary kids' badges for the children of registered members who are 13 and under. All others must register to enter the convention center and everyone (including children) must have a ticket in order to attend paid events. Events included in the price of registration, including workshops, dances, and coffeehouses are only open to convention registrants.
- ◆ **Nar-Anon** is in the convention center at the same time as we are and has a separate registration at the Courtyard Marriott. The Nar-Anon registration provides access to the building and to meetings, but our registration badge is required for access to any WCNA 38 events or activities. If a Nar-Anon member has a ticket, they can attend an event with an NA member.
- ◆ **REGISTRATION METHODS:** Registration is be online at www.na.org/wcna.
- ◆ **REGISTRATION CONFIRMATION:** Online confirmations are sent immediately
- ◆ **COST**
 - **Pre-Registration** \$175.00 until **31 July 2024**.
 - **General Registration** \$185.00 (starting 1 August)
 - After pre-registration ends on 31 July, you can still register online or on site for \$185.00. Event tickets, if they are not sold out, will be available onsite.
- ◆ **REFUNDS, EXCHANGES, CANCELATIONS**
 - **NO refunds, cancellations or exchanges can be made on pre-registration merchandise after 30 April 2024.**
 - **NO refunds or cancellations can be made on registrations or events after 1 June 2024.**
- ◆ **ONSITE REGISTRATION PICKUP**

A barcode or confirmation number is required to pick up your registration package. The barcode will be in your confirmation email. Check-in kiosks will be available at Onsite Registration to begin the check-in process. Both electronic and printed confirmation barcodes will be accepted.

Registration Packages will NOT be split up It is very important to remember that we do NOT split registration packages. One person must pick up the entire registration package, including all guest registrations, merchandise, and special event tickets. The person who purchases the registration is the only one who will get an email confirmation. If you are purchasing registrations for other people, they will not receive any communication about the registration package. Be aware: If you forward your confirmation email to

anyone, this will give them access to change or add to your pre-registration, and to pick up your entire registration package and pre-registration merchandise.

MERCHANDISE:

- ◆ **PRE-REGISTRATION MERCHANDISE:** You can purchase pre-registration merchandise (while quantities last) until 30 April 2024. Pre-registration merchandise is only available to those who are pre-registered for the convention. If you cancel your registration, that will cancel your merchandise order as well. There are no quantity limits, but pre-registration merchandise will **ONLY** be available for pick up onsite at WCNA 38. If you are unable either to attend or cancel, arrangements must be made for someone to pick up your registration and merchandise onsite. We will not mail pre-registration merchandise. **NO refunds, cancellations or exchanges can be made on pre-registration merchandise after 30 April 2024.**
- ◆ **MERCHANDISE STORE:** There will be a complete line of WCNA 38 merchandise, including mugs and t-shirts, available at the convention. **WHEN WILL THE MERCHANDISE STORE OPEN?** The merchandise store will open on Thursday **ONLY** for those who have pre-registered. The merchandise store will be open to all registrants on Friday.

EVENTS

- ◆ **ENTERTAINMENT** information is posted on our website www.na.org/wcna. Coffeehouses and dances are included in the price of registration, and ticketed events such as the ballgame, blues brunch, jazz brunch, comedy show, and possibly a concert will be available on the registration page which is linked at www.na.org/wcna. For more entertainment information, go to events at www.na.org/wcna.
- ◆ Members must have a registration badge to attend any ticketed event.
- ◆ **EVENT SEATING** All special event tickets you purchase online will have pre-assigned seating based on the date of your pre-registration (not the date you purchase the tickets). If you want to sit with friends, you will need to either purchase a table for the meal events or have one member of your party purchase all of the event tickets together. Otherwise, you will be seated with friends you haven't met yet!

TRAVEL INFORMATION

- ◆ For information on traveling to and within DC see the links at www.na.org/wcna

ACCESSIBILITY AND FIRST AID

A world convention with tens of thousands of people is an unforgettable experience. It can be as challenging as it is rewarding. With some forethought, it's "do-able" for just about everyone. Please plan for your needs.

- ◆ The convention center is ADA accessible, but that doesn't mean it will be easy for those with mobility issues. The space is very large and it will be crowded. There will be a lot of

distance to be traversed on concrete floors. Leave yourself time to get from one place to another. NA members are, overall, nice people. Don't be afraid to ask someone to walk with you!

- ◆ Limited ADA shuttle service will be available between the Convention Center and some hotels.
- ◆ **Service Animals:** Convention Center policy regarding service animals states that while trained service animals are permitted, comfort or emotional support animals are not allowed. Security has the right to inquire whether the animal is a qualified service animal.
- ◆ **Mobility Equipment Rental:** WCNA does not provide free mobility equipment. Scootaround Personal Transportation Solutions will rent battery-powered three- and four-wheeled scooters and manual wheelchairs, with a booth onsite at the convention center. We encourage you to plan ahead and make reservation for equipment at <https://scootaround.com/en/the-38th-world-convention-of-narcotics-anonymous-2024>
- ◆ **Medical Supplies and Equipment Rentals:** Medical supplies and equipment rental services are also available from Scootaround. <https://scootaround.com/en/the-38th-world-convention-of-narcotics-anonymous-2024>
- ◆ We cannot promise access to electrical or charging stations. There are outlets throughout the facility but you are responsible to keep your equipment, including scooters, charged and operable.
- ◆ If you have concerns about blood sugar, ensure that you have food and water with you as concession lines may be long. If you are concerned about immunity, you may want to mask in crowds.
- ◆ **Walter E. Washington Convention Center First Aid Services**
Onsite Medical Services will be available at the Walter E. Washington Convention Center to provide immediate medical services throughout WCNA 38.

KIDS

- ◆ **CHILDCARE:** NAWS does not provide childcare services.
- ◆ **REGISTRATION:** We will offer complimentary kids' badges for the children aged 13 and under of registered members.
- ◆ Anyone over the age of 13 must have a registration badge to gain access to the convention center, and anyone, regardless of age, who occupies a seat in a special event, must have a ticket to enter.
- ◆ Each parent **needs** to determine for themselves whether they consider the events to be child-friendly.