This memo provides information that you will need to register, make hotel reservations, and purchase airline tickets for the 2020 World Service Conference. If you have not updated your regional or zonal delegate or alternate information with NA World Services, please contact us to do so prior to making any reservations. We will use the information we have on file as of 15 January to approve all reservations. If you have any questions or need to update your information, please send an email to Allie & Elaine at Elaine@na.org or call 818.773.9999, extension 116.

WSC 2020

WSC 2020 will be held in Woodland Hills, California, USA, from Sunday, 26 April through Saturday, 2 May 2020. We are currently planning to begin pre-conference activities in the morning of Saturday, 25 April. North American participants may choose to travel on Friday, 24 April or wait until the morning of Saturday, 25 April, and international participants may choose to come in on Thursday 23 April or Friday 24 April.

We will fund one delegate from each seated region and zonal delegates from the current zones that have two or more unseated communities or regions within their zone. This funding includes round-trip airfare, meal allowances, ground transportation to and from the airport, and lodging, based upon double occupancy. Regional and zonal delegates who are funded by NA World Services (NAWS-funded participants) are expected to room with another Conference participant. Delegates from North America will be funded for up to nine nights. Therefore, we will pay for half of your hotel room from Friday, 24 April until Sunday, 3 May. If you are coming from outside North America or have questions, contact Allie & Elaine at NA World Services and we can work out your travel needs individually. Those regions and zones who are able to and wish to fund themselves are welcome to do so, but they need to follow the same procedures for registration and room reservations.

Conference Registration and Hotel Reservations

You can register for WSC 2020, make hotel reservations, and book your airline reservations starting immediately and continuing through 1 March 2020 for the hotel and 15 March 2020 for travel. If your contact information is correct, please go to www.na.org/conference, click on the Conference Registration and Housing Form, complete your information, and click submit. If you do not have access to the Internet, you can fill out the Conference Registration and Housing Form and mail it to the address at the bottom of the form, fax it to 818.700.0700, or call Allie & Elaine at 818.773.9999, ext 116. All participants, regardless of whether they are funded by NAWS or not, must complete this form to register for WSC 2020 and make a hotel reservation. You can request a particular roommate on the form, but each of you must complete your own form. If you need to modify any part of your registration or reservation, please contact NAWS staff. Registration for the hotel must be submitted by 1 March 2020.

Don’t forget—you can find most material related to the Conference on our webpage www.na.org/conference. You can also “talk” to other Conference participants and ask questions about the upcoming Conference via the WSC participant bulletin board at https://wscnadisc.org/disc/index.php
All NAWS-funded participants should expect to share a room. You may room with whomever you choose, but NAWS will not incur an additional expense as a result of such a choice. If your roommate is not funded by NAWS, he or she will be responsible for half of the room expense ($83.81 per night, tax included). If you are a NAWS-funded participant and you prefer to room alone, you will be responsible for half of the room expense. Full room is $167.62 per night, tax included.

All participants, NAWS-funded or not, will be responsible for all room incidentals (telephone calls, room service, movies, etc.). Upon arrival to the Warner Center Marriott, please be prepared to provide a credit card for incidentals, the hotel will put a $50 a day hold on the card, and the funds will be released after check out and could take 3-5 business days to show back on your card. If you do not have a credit card, contact Allie to make other arrangements by March 1. As with most hotels, using a debit card will result in the hotel putting a “hold” on your debit card for $50 a day. Funds will be released at the end of your stay, and it could take 5-10 business days depending on your bank to be back in your account. We do not recommend that you use a debit card.

Airline Reservations

Airline tickets will only be approved for NAWS-funded travelers whose names are on our list of Conference participants. If you are unsure of whether we have your correct contact information, please get in touch with NAWS staff immediately. To make your airline reservation, contact Phyllis Mulvehill at CTM Travel by emailing her at Phyllis.Mulvehill@travelctm.com. You must include the following information in your email:

- Your preferred travel dates and times
- Preferred airport (if cost is substantially less for a nearby airport, you may be asked to fly from there), window or aisle seat preference, frequent flyer numbers if you have one.
- Name exactly as it appears on your passport, passport number, country of issuance, passport expiration, nationality
- Date of Birth (month/day/year)
- Cell phone number & email address

CTM Travel will have a list of NAWS-funded participants and will send each itinerary to NAWS for final approval. Participants who are being funded by their regions or who are funding themselves are encouraged to use our travel agent but may choose to purchase tickets on their own. If a NAWS-funded participant wants to travel with a participant who is not funded by NAWS, they should both purchase their tickets at the same time by contacting CTM Travel. Make sure to include the credit card number that should be charged for the non-funded participant’s portion of the ticket in the email or call 800.766.4687 or 818.553.3228 and ask for Phyllis.

Ground Transportation and Meal Expenses

Ground transportation to the Warner Center Marriott is available from Los Angeles International Airport (LAX) and Burbank Airport. We will send out more detailed information prior to your travel. NAWS-funded, US participants will receive an advance check for their daily meal allowance. NAWS-funded travelers from outside the US will receive their advance once Conference registration begins at the Warner Center Marriott.

International Travelers

If you are a NAWS-funded traveler, please email or call NA World Services collect to make your travel arrangements. If you are funded by your region, please either complete the Conference Registration and Housing Form online or mail or fax it to NAWS. You can make your travel arrangements through our travel agent if you choose.

Need Help? International travelers and those with questions regarding travel and Conference registration, or to update your contact information please email Allie and Elaine at Elaine@na.org or call 818.773.9999, extension 116.