

# FAQ

Registration is officially open for the 2016 National Sales Meeting! Each year we receive a series of questions from sales meeting attendees. We've compiled our most frequently asked questions and their corresponding answers below! If you still have questions after reviewing this list, feel free to reach out to Alysson ([apehoski@myon.com](mailto:apehoski@myon.com)) or Angie ([alacompte@capstonepub.com](mailto:alacompte@capstonepub.com)).

[Click the link below to see the answer to these frequently asked questions:](#)

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**How do I register for the Sales Meeting?**

You can register here:

**I have an airline I prefer to fly with. Can I book a flight with this airline?**

There is an area on the registration form where you can indicate your preferred airline. Remarkable Journeys will look for flights with this criteria.

**Can I use my Skymiles or frequent flyer number for my flight?**

Absolutely! Include this information when you register and Remarkable Journeys will use it when booking your flight.

**I don't like the flight option provided to me when I registered. Can I find my own flight option?**

If you don't like the flight option provided, feel free to respond to Nyla what you would like to change. If you find a flight on your own that you prefer to the option provided to you, feel free to send this to her and ask her to book you on this flight. Keep in mind, we are working within a budget of \$600/flight.

**Why does Remarkable Journeys book my flight?**

On your arrival and departure dates, Remarkable Journeys is carefully tracking your flight status to ensure your transportation is waiting for you at the airport. If they don't have your flight information, they won't be able to make sure this is coordinated.

**How will I get from the airport to the resort?**

After you get through customs and pick-up your bags, exit the airport and look for someone holding a Capstone sign. This is your ride!

**Can I bring a spouse or partner?**

You are welcome to bring your spouse or partner, but be aware you will be responsible for their flight and stay. Also, keep in mind you will be in meetings the lion's share of your time in Mexico, so you may not see them very much. That being said, they are welcome to come and are invited to all dinners.

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## **What will it cost for me to bring my spouse?**

You will need to pay for their flight, as well as their stay at the resort. The nightly fee for a guest is \$280/night.

## **Am I able to extend my stay?**

Absolutely! Feel free to come before your meeting begins, or extend your stay to enjoy the resort. Keep in mind you will be responsible for any extra nights outside of the dates of your meeting. The cost per night for single occupancy is \$395/night, and \$280/person/night for a double occupancy. Be sure to indicate your check-in and check-out dates when you register!

## **Can I request my own room?**

Yes, you are able to stay in your own room, however Capstone will only pay for you to share a room. If you would like to upgrade to a single-occupancy, you would be responsible for the additional cost (\$115/night).

## **Am I able to request a roommate?**

Absolutely! Many attendees ask to share a room with someone they have in the past. There is an area in the registration form where you are able to request a roommate. Just make sure they are requesting you as well!

## **How do I sign-up to volunteer?**

You can sign-up for the volunteer day on the registration form. Those who register to volunteer will receive further details on the day as we get closer to the event.

## **Can I volunteer if I arrive or leave on the volunteer day?**

Yes. If you would like to volunteer, but plan to arrive or depart on January 9th, you must book a flight that lands by 9:00am, or departs after 4:00pm. We will arrange transportation for you to/from the airport and Cuna Maya.

## **What will it cost for me to volunteer?**

You have two options. The free options is to either arrive or depart on the volunteer day (see previous question for more information on this). If you would like to arrive or depart a day early or day late, you will be responsible for the additional night: \$280 if you share a room, \$395 if you have your own room.

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## **What are we going to be doing on the volunteer day?**

Lots of great things! We are working with our contacts at Cuna Maya to understand their needs. Many of the projects we will be working on will be manual, so come prepared to work! We will be delivering supplies to families in need, and will end the day by sharing a meal with the community.

## **Should I bring anything for the volunteer day?**

Come prepared to work in the heat! We recommend sturdy shoes and comfortable clothing. As far as supplies, we will have the opportunity to buy supplies to deliver to the families while in Mexico, but may also ask you to bring some items with you. More information will be coming your way as we get closer to the end of the year. Stay tuned!

## **I have a dietary restriction. Can I request meals that meet my needs?**

We will do our best to accommodate food allergies or health related food restrictions. You will have opportunity to indicate any dietary restrictions upon registration.

## **Should I bring my laptop or tablet to the meeting?**

Yes, for the myON meeting your device is a must! For the Library and Classroom meeting your computer might be an added benefit but is not required for the meeting. While we understand computer usage may be necessary, please refrain from distracting activities during the meetings such as checking personal emails or engaging in social media.

## **How much free time will I get at the meeting?**

The meetings usually run from 8:00 am to 5:00 pm and are filled with informative sessions and organized dinners. On your last day, we intend to give you the afternoon off for some fun in the sun and time to spend getting to know your fellow reps. Look for a detailed agenda in the upcoming months.

## **Are any portions of the meeting optional?**

No, all meeting sessions and dinners are mandatory.

## **Should I plan to pay for anything out of my own pocket during the meeting?**

Capstone will cover your expenses in terms of transportation and stay during the meeting. If you'd like your own room, an extended stay, or use of the resort's spa services, this added expense will be covered by you.

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**Can I change my flights after I register?**

Yes, but you are responsible for paying any change fees.

**Should I plan to prepare anything before I come to the meeting?**

Any pre-work will be communicated well before the meetings.

**I need to fly to a different destination than the city I arrived from. Is this possible?**

Yes, you can coordinate this with the travel agent when you register. Make sure you list the specific details for arrival and departure airports.

**What should I plan to wear during the meeting?**

The attire for the meetings is business casual. For the awards dinner please bring appropriate cocktail attire.

**Do I need a passport?**

Yes, everyone needs a passport. Processing time can vary depending on the time of year, but on average it takes around 4-6 weeks. It is your responsibility to purchase your own passport before the trip.

**What is the weather like in Mexico in January?**

Typically the weather in January ranges from 70 to 80 degrees but it does tend to be chilly at night and in meeting rooms. Make sure and bring some warm clothes.