

## **ANSWERS TO OUR MOST COMMONLY ASKED QUESTIONS**

### **Which hotel should I stay at?**

NARCE: All NARCE attendees are encouraged to stay at the host hotel found under the Conference tab on our [usicerinks.com](http://usicerinks.com) homepage.

RTPs: All Regional Training Program participants should book their own accommodations based on preferred brand and budget. In situations where our host facility has a preferred rate with area hotels, we will share those with students on that location's registration page.

### **Are meals provided?**

NARCE: Breakfast is included on Tuesday, and lunch is provided Tuesday, Wednesday, and Thursday. Coffee breaks and afternoon snack breaks are also provided throughout the week.

RTPs: No. When possible, we try to secure a coffee service in the morning. We usually allow for 45 – 60 minutes for a lunch break and work with the host facility to provide nearby restaurant options.

### **Should I rent a car?**

NARCE: A short cab ride to and from the airport is really the only time you'll need transportation. For classes that utilize Pettit National Ice Center, transportation is provided to and from the Hilton each day. Schedules and pick up spots will be sent to those students by e-mail a week before the event, as well as provided upon event check-in. Additionally, Milwaukee has plenty of restaurants and entertainment venues within walking distance from the host hotel.

RTPs: Yes, in most cases. While the hotel you may stay could offer a shuttle service to and from the airport, transportation to and from the rink is the responsibility of each RTP participant.

**The class I want to take is sold out. Is there a waitlist?**

NARCE: You can register for another class, then email us to get put on the waitlist for the course you wanted. We do not place anyone on the waitlist without signing up for another class. Due to classroom size and on-ice schedules for participants in IMEO and IMPT, it's not possible for us to add "just one more seat".

RTPs: It's the same process as NARCE, however for locations that only have one course offered, you can be added without registering for another class.

**How do I find out if I made it off the waitlist into my first choice for class?**

NARCE: At our registration check in the night before, you'll be told if you have been moved.

RTPs: We will typically know about 1 week out from class and will either call or e-mail you.

**I'll need to leave before noon on the last day of the course I'm taking, is that going to be an issue?**

For both NARCE and RTPs, there is no option to write the exam early. Instructors will issue exams no later than 10:30a on the final day, and regardless of which course, students usually will need 45 – 90 minutes to complete.

**What happens if NARCE or an RTP gets cancelled?**

If 2020 taught us anything... never say never. We will provide as much notice as possible and strongly encourage students to book airfare, hotels, and rental cars direct from those companies as opposed to utilizing bargain travel sites where refund policies are much more involved.

**Can I take more than one class at a time?**

No. Whether it's at NARCE or an RTP location that offers more than 1 course, students can only take one class at a time as attendance is required to write the exam at the conclusion of the course.

**Can I just take the test?**

No. U.S. Ice Rinks strongly believes that class participation by students coupled with the hands-on opportunities we provide as part of each course's curriculum are detrimental to providing a strong foundation to professionals in the ice industry.



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**I want to take all three classes in a row to complete my professional designation, is that possible?**

It is, but not recommended. We would much rather see students take a course, go back to their facility and apply what they learned. More importantly, it gives you the opportunity to share the knowledge that you gained from our instructors, course materials, and other course participants.

**Which class should I take first?**

This is a great question that doesn't have a one size fits all answer. We suggest that you look at your day-to-day responsibilities and then select the course that matches that. If you're still stuck, reach out to our staff by e-mail and schedule a phone call or zoom session. We'll work with you on what we think might have the greatest overall impact for you and your facility.