



**NATIONAL EUCHARISTIC CONGRESS 2024**

# Registration and Housing Guide



REVISED 2/14/2023

# # Welcome to the Registration and Housing Guide for the National Eucharistic Congress 2024! #

Below you will find step-by-step instructions for completing your event registration as well as the process for booking your housing/hotel. Please read everything carefully and thoroughly—there are event, registration, and housing FAQs at the end of this guide. For any questions not covered in this guide, please see below for important email contacts.

Thank you, and we look forward to hosting you in Indianapolis for this once-in-a-generation experience!

## **FOR GENERAL EVENT INQUIRIES**

[Hello@eucharisticcongress.org](mailto:Hello@eucharisticcongress.org) | (888) 303-6277

## **FOR REGISTRATION NEEDS**

*(Registration confirmation email will come from this email)*

[NECRegistration@eucharisticcongress.org](mailto:NECRegistration@eucharisticcongress.org) | (833) 895-6886 Ext. 1

## **FOR HOUSING NEEDS**

*(Acknowledgement email of your housing request submission will come from this email.)*

[NECHousing@eucharisticcongress.org](mailto:NECHousing@eucharisticcongress.org) | (833) 895-6886 Ext. 2

## **To become a sponsor or for questions relating to your sponsorship package**

[Sponsorships@eucharisticcongress.org](mailto:Sponsorships@eucharisticcongress.org)



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## ✦ Registration Guide

There are **two main options** of registration to purchase Congress Passes.

**Registration Option 1: Standard Congress Pass** — For individuals, families, international attendees, and groups of up to 14. This path requires all details for each individual pass holder to be provided during the registration process. If your group has more than 14 people, please split into smaller groups to submit multiple transactions of up to 14 members each.

- ◆ **Members of Bulk groups should also use this Registration Option to redeem their group codes provided by their official group leaders.**

**Registration Option 2: Bulk Congress Passes (Group Leaders Only)** — For official group leaders affiliated with a parish, diocese, apostolate, or youth group who will be purchasing a bulk number of tickets for 15–200 group members. A group leader or representative will enter their personal details and purchase the bulk amount. Members of the Bulk groups will register separately using the Registration Option 1 path and input their unique group code to redeem their bulk pricing. **This option is non-refundable.**

*PLEASE NOTE: If you are a sponsor, speaker, special guest, media, or vendor, reach out to your National Eucharistic Congress contact for registration instructions or details.*

## ✚ OPTION 1: Standard Congress Pass

Below are detailed instructions for registering based on your registration type.

**INDIVIDUAL REGISTRATION** — General Attendee or Group, Religious Member, International

*Helpful tip before starting: If registering a group of up to 14, you can use [this form](#) to collect your group's information necessary for registration.*

### Steps for registering as an individual or group of up to 14

1. Click the "Register Now" button.
2. Under "I am Registering As" select the appropriate identifier: "General Attendee or Group", "Religious Order", "Priest", "Deacon", etc.
3. Complete the Registration Information pages.
4. Select your Congress Pass.
5. On the Registration Summary Page (page 6), **you can add up to 13 other group members by clicking the "Add Group Member" button.**
  - ✚ *NOTE: This will take you back to the beginning of the registration form for each new group member.*
6. Repeat the process as necessary for a group of up to 14. You will see all group members listed on the Registration Summary page.
  - ✚ If you have a group larger than 14 but do not wish to purchase the bulk passes, you can submit multiple transactions with up to 14 members in each purchase. All attendee details will be needed at time of purchase.
7. Complete your registration payment, and you will receive a confirmation email from [NECRegistration@eucharisticcongress.org](mailto:NECRegistration@eucharisticcongress.org). Each group member will receive their own confirmation email.
8. If you need to modify your registration after purchase, click the "Modify Registration" button in your confirmation email. This will prompt you to log in with your email and confirmation number to adjust your registration. If you have any issues, contact [NECRegistration@eucharisticcongress.org](mailto:NECRegistration@eucharisticcongress.org).

**FAMILY REGISTRATION** — Families with Children

### Steps for registering a family with children

1. Click the "Register Now" button.
2. Under "I am Registering As" select "Family with Children".
3. Complete the Registration Information pages.
4. Select your Congress Pass.
5. On the Registration Summary Page (page 6), click the "Add Adult Family Member" or "Add Child Family Member" button.
  - ✚ *NOTE: When adding additional ADULTS, the button will take you back to the beginning of the registration form for each new group member. When adding a CHILD, you will do so in a pop-up screen.*
6. Repeat the process as necessary for a family of up to 14.
7. Have a family larger than 14? Reach out to [NECRegistration@eucharisticcongress.org](mailto:NECRegistration@eucharisticcongress.org) for assistance!
8. Complete your registration payment, and you will receive a confirmation email from [NECRegistration@eucharisticcongress.org](mailto:NECRegistration@eucharisticcongress.org).
9. If you need to modify your registration after purchase, click the "Modify Registration" button in your confirmation email. This will prompt you to log in with your email and confirmation number to adjust your registration. If you have any issues, contact [NECRegistration@eucharisticcongress.org](mailto:NECRegistration@eucharisticcongress.org).

**BULK GROUP MEMBERS WITH GROUP CODE** — For those registering with a group code provided by their official group leader (through purchase of Bulk Congress Passes)

**Who can use a Group Code?** This is for members of groups affiliated with a parish, diocese, apostolate, or youth group whose leader purchased Bulk Congress Passes. This includes youth group students.

**Who cannot use a Group Code?** The code will not work for children coming with families, as the cost per child coming with their family is less than the discounted price from Bulk Passes. Group codes are also not for groups that register fully through the Standard Congress Pass process and input all member details during registration.

*IMPORTANT: Before any members of bulk groups can register, their official group leader will need to purchase their group's bulk passes, receive their unique group code from the National Eucharistic Congress Registration team, and share that code with the group members, to be used in their individual registrations.*

### **Steps for registering with a group code**

1. Click the "Register Now" button.
2. Under "I am Registering As" select the appropriate identifier, such as "Youth Group Chaperone" or "Permanent Deacon".
3. Complete the Registration Information pages.
4. Select your Congress Pass.
5. On the Registration Summary Page (page 6), if you have additional group participants to add to your purchase, click the "Add Group Member".
  - ⊕ *NOTE: This will take you back to the beginning of the registration form for each new group member.*
  - ⊕ This step is likely only to be completed by families with multiple members connected to the same group.
6. On the Order Summary page (page 7), add the code provided by your official group leader to the "Group Code" box and click "Apply".
7. Click "Submit" to complete your registration. You will then receive a confirmation email from [NECRegistration@eucharisticcongress.org](mailto:NECRegistration@eucharisticcongress.org).
8. If you need to modify your registration after purchase, click the "Modify Registration" button in your confirmation email. This will prompt you to log in with your email and confirmation number to adjust your registration. If you have any issues, contact [NECRegistration@eucharisticcongress.org](mailto:NECRegistration@eucharisticcongress.org).

## ✚ **OPTION 2: Bulk Congress Passes (Group Leaders Only)**

**REGISTRATION FOR PARISH, DIOCESE, AND APOSTOLATE GROUPS (to be completed by Group Leaders)** — Wanting to reserve a bulk number of congress passes for the National Eucharistic Congress? Purchase 15–200 Congress Passes in advance with an official group leader's details submitted prior to purchase, and all other individuals can register at a later date! (This path is **non-refundable**.)

### **Steps for purchasing Bulk Congress Passes for your Group**

1. Under the "Bulk Congress Passes" button, click "Register Now" .
2. Under "Registration Type" select the appropriate identifier: "Priest—Bulk Passes", "Youth Group Leader", etc.
3. Complete the Registration Information pages with your information as the Group Leader.
4. On the Registration Items page (page 5), make sure your individual Congress Pass is selected along the top and then select the number of Bulk Passes you would like to purchase.
  - ✚ You will first need to select "10+" and then manually enter the number of passes you need between 15–200.
  - ✚ *Important: These Bulk Passes are for adult members of your group only. If you have families with children, the price for each child is less than the amount of a discounted Bulk Pass, so the discount will not be applied towards any children of families in a given transaction. The exception to this is youth group students.*
5. Complete your registration and select your payment method (invoice or CC).
  - ✚ You will have the option to pay either the full amount or a 50% deposit with the remaining balance due by Dec. 31, 2023.
6. You will receive a confirmation email from [NECRegistration@eucharisticcongress.org](mailto:NECRegistration@eucharisticcongress.org).
7. Within 72 hours, you will receive an additional email from [NECRegistration@eucharisticcongress.org](mailto:NECRegistration@eucharisticcongress.org) with your group code. As people join your group, they should use your group code for their individual registrations.
8. If you need to modify your registration after purchase, click the "Modify Registration" button in your confirmation email. This will prompt you to log in with your email and confirmation number to adjust your registration. If you have any issues, contact [NECRegistration@eucharisticcongress.org](mailto:NECRegistration@eucharisticcongress.org).
  - ✚ *Note: You will not be able to adjust the number of Bulk Passes after your transaction has been approved.*
9. As members of your group are identified, send them your group code to input in the "Group Code" section on the Registration Payment page.

*IMPORTANT NOTE: Once an official group leader has provided their group members with their unique group code, those group members will register for a Standard Congress Pass (Option 1 above) and input the group code on the Payment Summary page.*

# ✦ Housing Guide

The National Eucharistic Congress (NEC) is proud to offer special rates for housing at [more than 25 hotels](#) across Indianapolis.

When booking your housing accommodations for the National Eucharistic Congress, **there are three paths to choose between:**

- A) self-booking for yourself/your group for up to 14 hotel rooms,
- B) group housing for groups needing 15 or more hotel rooms, and
- C) alternative, non-hotel housing (for groups, especially youth groups and seminarians).

Please follow the directions below accordingly.

## **PATH A: Self-Booking Hotel Link**

This path is best for individuals coming with a small group of people, those who would like to choose their roommates or hotel, or those who have special requests (such as connecting rooms, etc.). **Fewer than 15 hotel rooms can be booked through this path.**

### **Steps To Self-Book Through A Link:**

1. Your Standard Congress Pass registration confirmation email will include a hotel booking link to book up to 14 hotel rooms at a time.
  - ✦ Be sure to have your Congress Pass Confirmation number accessible.
2. On the housing booking website, search for your hotel by selecting check-in and check-out dates, the number of rooms needed, and the average number of guests per room. We strongly recommend at least double occupancy.
3. Click “select” to choose your hotel, and then “select” the room(s) you would like to reserve.
4. Input your personal information, including your Congress Pass Confirmation number, when prompted.
  - ✦ Repeat as necessary for any additional guests. The primary booking contact’s information will pre-populate for all guests. It is recommended that the group leader update each guest section with the actual guest names as it will be required by the hotel.
  - ◆ Closer to the Congress dates, the National Eucharistic Congress Housing team will reach out to remind you to update your guest information if they are still showing as duplicates of the booking contact’s information.
5. List any special requests in the space provided (adjoining/connecting rooms, mini fridge/microwave, crib, etc.).
  - ✦ Hotels may not be able to fulfill all requests due to the volume of attendees and room inventory.
  - ✦ We recommend you contact the National Eucharistic Congress Housing team if you have a serious need and are unable to consider an alternate solution, e.g. bringing your own pack-and-play for a crib.
6. You will be required to submit a credit card to guarantee your reservation, but **no deposit is required** upon booking. Credit cards should be valid through August 2024.



- ⊕ If you need to submit a credit card with an expiration prior to your arrival date, you will be responsible for contacting the National Eucharistic Congress Housing team closer to the event to update your credit card information on file.
- 7. After completion of your reservation, you will receive your acknowledgement email from our housing partner, HPN Global. This acknowledgement email will serve as your housing reservation confirmation email.
  - ⊕ The platform used to track your accommodations is Passkey. You can access your booking directly on Passkey through the acknowledgement email to make any changes or cancellations.
- 8. Your official hotel confirmation number will be emailed to you from National Eucharistic Congress Housing a week prior to your arrival at the Congress.
  - ⊕ **Upon arrival, please be prepared to provide a credit card for incidentals and to pay for your room at the end of your stay.**

### Important Things To Note About Self-Booking

- ⊕ The cost of your hotel room is **not** included in your registration. **A credit card will need to be provided for your room(s) upon arrival at the conference.**
  - ⊕ Cost of the room does not include any taxes or fees. Refer to your Passkey acknowledgement email for an estimated cost.
- ⊕ Self-booking links will remain open through the start of the Congress, but for best availability, book your room as soon as possible.
  - ⊕ If at the time of registration all hotels are sold out, alternative housing may still be available. You can contact [NECHousing@eucharisticcongress.org](mailto:NECHousing@eucharisticcongress.org) to discuss your options.
- ⊕ **What if my plans change?** If you are no longer able to attend, you will need to cancel your hotel reservation separately from canceling your Congress Pass registration to avoid being charged no-show fees on the card provided at time of booking. Refer to your Passkey acknowledgement email for hotel cancellation policy.
  - ⊕ **Prior to June 1, 2024**, reservation changes can be made by emailing [NECHousing@eucharisticcongress.org](mailto:NECHousing@eucharisticcongress.org) or by calling 833-895-6886 ext 2.
  - ⊕ Cancellations received **after June 1, 2024**, will be charged one night's room and tax. Any group canceling more than 10% of their room block will be financially responsible for the costs associated with their block and will be billed by the National Eucharistic Congress directly.
- ⊕ **Need to adjust the size of your block?**
  - ⊕ Final Adjustment Date is **June 1, 2024**. After this date, should your group's final reservation fall below 90% of the contracted room block, the group agrees to be financially responsible for the unused (unreserved) room nights in the group reservation block by up to 90% of the final contracted room block.

## PATH B: Group Hotel Housing

This path is best for groups planning to book 15 or more hotel rooms. This option will help ensure your group remains in the same hotel. To fulfill your group's needs, multiple types of room can be booked (i.e. private rooms, shared, etc.). This process uses a **sub-block request form** for large groups to work with our housing partner, HPN Global, to accommodate your requests as much as possible (please note hotel space will become more limited closer to the event).

### Steps To Book Group Housing:

1. Your Bulk Congress Passes registration confirmation email will include a link to request your group hotel housing.
2. Complete the request form, indicating the number of rooms needed, along with preferences for hotel amenities, room types, price range, and special requests.
3. Provide your group leader's contact information and "submit" your request.
4. You will receive a request acknowledgement email within 72 hours. The National Eucharistic Congress housing team will review your request and work to place your group at a hotel that best suits your needs. **Further action will still be required.**
5. After your block is confirmed, hotel assignments and the official hotel booking link will be sent to you by email from [NECHousing@eucharisticcongress.org](mailto:NECHousing@eucharisticcongress.org).
  - ⊕ You will also be provided with Passkey Planner Dashboard Access, the online portal used to manage/modify your hotel reservation. Through Passkey, you can upload your rooming lists or send a self-booking link to your group members so they can book their rooms.
    - ◆ Uploading a rooming list is a good option if you are coming with a group that will share rooms in quads or triples and you would like or need to match people up with roommates.
    - ◆ Sending a booking link to your attendees is a good option if there are couples or individuals who do not need to be assigned additional roommates or have special requests to communicate to the hotel.

### Important Things To Note About Group Housing

- ✦ The cost of these hotel rooms is not included in registration; **a credit card will need to be provided for your room(s) upon arrival at the conference.**
  - ⊕ If you are not doing a group payment, the individuals in your group should also be prepared to provide a credit card upon check-in.
  - ⊕ Cost of rooms does not include any taxes or fees. Refer to your passkey acknowledgement email for an estimated cost.
  - ⊕ Group payment must be arranged with the hotel via HPN Global by **July 1, 2024.**
- ✦ The deadline to request group housing is **May 1, 2024**. Please note: you will still need to take further action to book and confirm your hotel rooms.
  - ⊕ Submitting a request is not a commitment; it is an expression of interest in group housing.
  - ⊕ Blocks are assigned on a first-come, first-served basis. The sooner you request your block, the better chance you have of being placed in a hotel of your choice. **HOTEL SPACE IS LIMITED.**
  - ⊕ Estimate conservatively high on how many rooms you will need (we ask you to consider based on double occupancy), especially if you are not traveling with a set number of people and may later need to add rooms (**it is easier to drop rooms than to add them**). Keep in mind that hotel space is limited and we want to make sure all unused rooms are kept available to others.

#### ✝ **Need to adjust your block?**

- ⊕ Final Adjustment Date is June 1, 2024, and should your group's final reservation fall below 90% of the contracted room block, the group agrees to be financially responsible for the unused (unreserved) room nights in the group reservation block by up to 90% of the final contracted room block.
  - ◆ Financial responsibility will be determined by the National Eucharistic Congress Housing. The Group will be invoiced by National Eucharistic Congress Housing directly.
- ⊕ Cancel any rooms that you will not need by June 1, 2024, with no penalty. All reservation changes must be made with HPN Global through the [NECHousing@eucharisticcongress.org](mailto:NECHousing@eucharisticcongress.org) email. Changes cannot be made directly with the hotels.
- ⊕ Should the group cancel the group room block at any point after the Final Adjustment Date of June 1, 2024, National Eucharistic Congress Housing reserves the right to hold the group responsible for the total number of room nights reserved multiplied by the hotel room rates.

#### ✝ **What if I need more rooms than I originally booked?**

- ⊕ You can request any additional rooms through June 19, 2024; however, the closer to the Congress dates, the less likely it will be to fulfill your request due to availability.

## **PATH C: Alternative Housing for Groups (Non-Hotel)**

Alternative, non-hotel housing options will be available for groups attending the Congress. We are especially recommending youth groups and seminarians take advantage of this option (unless they are traveling with their diocesan groups and want to secure housing together). These rooms will be university dorms, church/school sleep spaces, or even host families, all allowing for more cost-efficient housing for these groups.

The alternative housing spaces will become available in summer 2023 on a first-come, first-served basis. If you/your group registers before summer 2023 but is interested in receiving information for alternative housing once it's made available, please email [NECHousing@eucharisticcongress.org](mailto:NECHousing@eucharisticcongress.org).

#### **Important Things To Note About Alternative Housing**

- ✝ Non-hotel spaces will be made available in summer 2023.
  - ⊕ Email the National Eucharistic Congress Housing team to receive an alert once these options are available to request.
- ✝ Groups are welcome to book hotel housing or make their own arrangements.

# ✦ Frequently Asked Questions

## GENERAL EVENT FAQ

### When is the event?

- ✦ July 17-21, 2024
  - ⊕ We encourage you to arrive during the morning of July 17, 2024 with enough time to check in and get your credentials before the 6 pm General Session that evening.
  - ⊕ Plan to depart after 2 pm on July 21, 2024 after the final General Session and Closing Mass.

### When will registration and housing open?

- ✦ February 15, 2023. Sign up [here](#) to receive a reminder email.
- ✦ In the meantime, start talking to people about going together as a group. In order to purchase refundable group congress passes of up to 14, you will need to gather all registration details for each group member before signing up.
  - ⊕ Here's a [downloadable form](#) to help you collect all the necessary information for your group.
- ✦ You will first need to register for your Congress Pass and receive your confirmation email. The confirmation email will include a link to book your housing/hotel option with our special event rates.

### What do I get with a Congress Pass?

- ✦ Every Congress Pass includes the following:
  - ⊕ Entrance to all main programming including general sessions, catechetical sessions, and breakouts
  - ⊕ A seat at main programming evening concerts and entertainment
  - ⊕ Access to conference resources, such as the National Eucharistic Congress app and our discounted hotel room block
  - ⊕ A one-of-a-kind encounter with Jesus Christ and the Church through the Sacraments

### What time should I arrive/depart?

- ✦ National Eucharistic Congress programming will formally begin around 5 pm on July 17, 2024, and end around 2 pm on July 21, 2024. We recommend arriving on July 17 with enough time to settle in to your accommodations, check in to the event, and get some dinner before joining us for the conference kickoff.

### Where is the event taking place?

- ✦ Indianapolis, Indiana, at Lucas Oil Stadium and other nearby venues in downtown Indianapolis within walking distance.

### What are the parking arrangements?

- ✦ Each hotel and venue will have their own parking, though parking fees may apply. We recommend walking or taking other transit options to get to and from the city.
- ✦ [Here](#) is a guide to transportation and a parking map for downtown Indianapolis.

### **What should I pack?**

- ✦ Use the packing list below as a guide. (Don't forget to bring any other essential personal items you may need, such as prescription medication and the like.)
  - ⊕ Credit card for hotel check-in
  - ⊕ **Small, clear bag/backpack to carry on-site** (for smoother security checkpoints)
    - ◆ 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".
  - ⊕ 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, parking, and gratuities for housekeeping and porter services

### **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.

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

- ✦ As we get closer to the event, we will send out an email to everyone who has registered in order to select your sessions from our finalized programming list. Expect this email sometime in spring 2024.

### **Will the Breakout Session schedule be posted before the conference starts?**

- ✦ The Breakout Session schedule will be available a few weeks prior to the National Eucharistic Congress on our conference app.

### **Will there be specific tracks or relevant content for me at the National Eucharistic Congress?**

- ✦ Yes! We will have a variety of talks and special events to meet your needs and unique calling. There will be various pathways that include breakouts for ministry leaders, families, and youth, as well as sessions that cover a wide variety of topics to help anyone become a missionary in their lives. More information about pathways and breakout sessions will be available in summer 2023.

### **Can I attend remotely?**

- ✦ Short answer: yes! Some content will be available to those who cannot attend in person and wish to bring the National Eucharistic Congress to their community. More information and registration details will be available in winter 2023. We encourage you to consider joining us in-person for the full experience.

### **Can I attend Mass without paying for a Congress Pass?**

- ✦ For security reasons, everyone entering Lucas Oil Stadium (including children) will need a Congress Pass. As a private event, you must purchase a Congress Pass to participate in any portion of the National Eucharistic Congress. *Day Passes can be purchased online leading up to the National Eucharistic Congress, or you can head to the Info Booth to purchase a pass on-site if available.*

**How can I apply to be a speaker?**

- ✦ All speakers for the National Eucharistic Congress have been selected.

**What if I'm interested in being a vendor or sponsor?**

- ✦ You can learn more about our National Eucharistic Congress sponsorship opportunities [here](#). Please reach out to [sponsorships@eucharisticcongress.org](mailto:sponsorships@eucharisticcongress.org) with any questions!

**I'm a member of the media, how do I sign up?**

- ✦ If you are a member of the media interested in applying for a press pass to attend the National Eucharistic Congress, visit the National Eucharistic Congress Press page for more information.

**Where can I find promotional materials to display around my campus, at the Catholic Center, or at my parish?**

- ✦ Promotional materials will be added to [the National Eucharistic Congress website](#) in spring 2023. We encourage you to bring your friends with you to the National Eucharistic Congress!

**What are the medical accommodations?**

- ✦ Within registration for the National Eucharistic Congress, you are able to 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. We will then follow up with you in spring 2024 to confirm how we can best assist you.

**Will the National Eucharistic Congress offer American Sign Language interpretation?**

- ✦ ASL interpretation will be available when requested within registration. After selecting this need, look for further communication from the National Eucharistic Congress Events team closer to the Congress dates.

**I have additional questions about the event. Whom should I contact?**

- ✦ Please email [Hello@eucharisticcongress.org](mailto:Hello@eucharisticcongress.org)
- ✦ Please note that, due to the volume of emails received, it may take several business days to receive a response.

## REGISTRATION FAQ

### What is included with my registration?

- ✦ You will receive an admission to all National Eucharistic Congress Sessions (general session, catechetical, and breakouts), entertainment, Mass, Holy Hours, and adoration. Meals are not included.

### How much does registration cost?

- ✦ Pricing starts at \$375 for individuals and can go as low as \$299 per person for groups larger than 11. Families will have special pricing for children coming to the event.

### What if I don't know how many people are coming in my group?

- ✦ If you anticipate a large group, but are unsure of the exact number, we recommend you purchase Bulk Congress Passes and estimate conservatively. You can always make a second purchase later if you need more passes. The Bulk Congress Passes are the lowest cost option but are non-refundable.

### Do I need to pay in full at the time of registration or can I put down a deposit?

- ✦ You will need to pay in full, but talk to your parish or group leader to see if scholarships are available.
- ✦ For the Bulk Congress Passes (non-refundable), there is an option to submit 50% partial payment upon purchase, with the remaining balance due by Dec. 31, 2023.

### What should I do to prepare for registration to open?

- ✦ If purchasing a refundable Standard Congress Pass (Registration Option 1), you will want to collect important information about each person in your group or have a registration party where you can all be together to answer the questions as you go. Information you will need to know for each person includes:
  - ⊕ Contact information including address, phone number, and email address
  - ⊕ Medical conditions, food allergies, and ADA accommodation needs
- ✦ Here is a [downloadable form](#) for you to gather all your parties' details prior to registering.

### I'm registering a group but the congress pass price is not discounted.

- ✦ The discounted Congress Pass price will appear on the payment summary page at the very end of registration. For questions regarding discounted pricing, please contact [NECRegistration@eucharisticcongress.org](mailto:NECRegistration@eucharisticcongress.org).

### Can my group register together?

- ✦ Each member of your group will need to register to attend the National Eucharistic Congress. You can register up to 14 people in one group at a time. Payment will be collected at the end of registration for the entire group. We recommend you work out individual reimbursement within your group.
- ✦ Your group will have the ability to book individual rooms (or rooms to share) through our housing portal or with the assistance of our housing partner, HPN Global. We have negotiated special rates with our official conference hotels for your convenience. More information on booking individual and group housing is available in the Housing Guide section above.
- ✦ Don't worry—even if your group registers through multiple transactions, you will still be able to secure group housing all together by using any of the self-booking links provided in your registration confirmation emails.

**My group is registering in multiple transactions for the Standard Congress Pass, will we still be able to book our housing all together?**

- ✦ Yes—even if your group registers through multiple transactions (thus seemingly “splitting up” your group), you will still be able to secure housing blocks together by booking through one of the group leaders’ housing links sent in their registration confirmation email.
- ✦ For any questions on how to keep your group housed together, you can contact the National Eucharistic Congress Housing team at [NECHousing@eucharisticcongress.org](mailto:NECHousing@eucharisticcongress.org).

**Are there discounts or scholarships available?**

- ✦ We offer a bulk discount to all groups traveling to the Congress together. If you are looking for a discounted price, we encourage you to invite friends or family to join you. The more people who register at one time, the cheaper the pricing becomes.
- ✦ Please email [Hello@eucharisticcongress.org](mailto:Hello@eucharisticcongress.org) if you are seeking a scholarship. Limited scholarships will be available. However, we highly recommend fundraising to cover your registration cost and/or travel to bring others into your mission as well. Look for a fundraising guide in fall 2023.

**Can I fundraise to cover the cost of my registration and/or travel?**

- ✦ Yes! Many of our conference attendees fundraise for their registration, travel costs, food, and more. Fundraising is an opportunity to meet the cost of registration while inviting others to support you as you experience the National Eucharistic Congress. When others donate to help you attend the National Eucharistic Congress, they too become partners alongside you as you work to carry out the Great Commission. Check out our fundraising guide on our Resource page in fall 2023.

**What if I accidentally registered for the wrong item?**

- ✦ Never fear! If you need to change your contact info or item choice, just log back in to your registration account using your confirmation code and email address. This will allow you to adjust your registration. If you have other issues with your registration, reach out to [NECRegistration@eucharisticcongress.org](mailto:NECRegistration@eucharisticcongress.org).

**What is the cancellation/refund policy?**

- ✦ For Registration Path 1: Individual or Group Congress Passes up to 14
  - ⊕ Full refund until July 31, 2023
  - ⊕ 50% refund until December 31, 2023
  - ⊕ 25% refund until March 1st, 2024
  - ⊕ 0% refund after March 1st, 2024
- ✦ For Registration Path 2: Bulk Congress Passes (Groups of 15–200)
  - ⊕ *Non-refundable*

**Can high school students attend?**

- ✦ High school seniors are welcome to attend the National Eucharistic Congress with a chaperone. Younger students may attend with a parent or legal guardian. High school students can choose to attend with their youth group or with their family.

**How can I register my family for the National Eucharistic Congress? Does my child need a Congress Pass?**

- ✦ To enter Lucas Oil Stadium and pass through security, each person (including children) will need a Congress Pass. Spouses and children can be added to your registration by selecting Add a Family Member.



**What if my family has another baby before the event?**

- ✦ If you or your family member is currently expecting a child, please go ahead and register the child, selecting their age as 0-2.
- ✦ If you or your family member has a child at a later date, locate your confirmation email and click the "View or Modify your Registration" link at the bottom of the email to add an additional child.

**My family is attending but my child is going as part of his/her youth group. How should I register my child?**

- ✦ Register your child based on where they will be sleeping. If you want your child to stay with your family at the hotel, they should be registered as part of your family. If your child will be traveling and staying with a youth group, they should be registered as part of that group (using their leader's group code).

**I am a deacon and will be attending with my family. How should I register?**

- ✦ Deacons attending with their family should register as a "Family with Children". There will be a prompt where you can notate that you are a deacon.

**Can my registration be transferred to another person?**

- ✦ Congress Passes can be transferred to another person. These substitutions can be requested by emailing [NECRegistration@eucharisticcongress.org](mailto:NECRegistration@eucharisticcongress.org) with your name and confirmation number and the name and email address of the person who will be taking your place.
- ✦ For registration options that include housing, your Congress Pass cannot be transferred after the final payment deadline.

**Why can't I find my confirmation email?**

- ✦ Our system sends an automatic confirmation email within a few minutes of completing registration. Check your spam/junk folder, or email the National Eucharistic Congress Registration team to re-send.

## HOUSING FAQ

### How can I reserve a hotel room with the National Eucharistic Congress event rates?

- ✦ In order to access our special event rates for hotels, you will first need to register for your Congress Pass. The link for our housing options will be included in your registration confirmation email.

### Where will I be staying?

- ✦ Most attendees will purchase a Congress Pass and will have the option to book a hotel room within our discounted housing block. This puts the decision power in your hands to select your preferred hotel based on location, price point, amenities, etc., and also allows you to choose your own roommates. After completing registration, you will receive a housing portal link in your registration confirmation email where you can reserve a hotel room at the special event rate.
- ✦ **Youth Groups and Seminarians:** We will be offering alternative housing for parish youth groups as well as seminarians. These alternative housing options will include university dorms and/or church sleep spaces, allowing for more cost-efficient housing for these groups.
  - ⊕ If you request an alternative housing space, a confirmation email with your alternative housing placement will be sent in mid-May 2024. If you do not see one at that time, please contact the National Eucharistic Congress Housing team.

### What form of payment will I need to bring to the hotel?

- ✦ A credit card is required to reserve your room(s) via the self-booking link. A credit card is also required onsite at the hotel to pay for your room(s). We recommend using the same credit card for your reservation and eventual payment onsite.
  - ⊕ Credit cards must be valid through August 2024 or later. No checks, money orders, or wire transfers will be accepted. Should your travel plans change, please notify National Eucharistic Congress's Housing Bureau as soon as possible at [NECHousing@eucharisticcongress.org](mailto:NECHousing@eucharisticcongress.org).

### Are there any hotel cancellation fees?

- ✦ Individuals can cancel their rooms without penalty through June 1, 2024.
  - ⊕ Cancellations received after June 1, 2024, will be charged one night's room and tax.
- ✦ Groups will need to cancel before June 1, 2024, to avoid any cancellation fees.
- ✦ After June 1, 2024, any group canceling more than 10% of their room block will be financially responsible for the costs associated with their block and will be billed by the National Eucharistic Congress directly.

### Can I book my own hotel room now, before I register?

- ✦ You are welcome to book your own hotel room now; however, the NEC has contracted [more than 25 hotels](#) in the city at excellent rates. You can only take advantage of these rates after securing your Congress Pass. The Congress Pass confirmation email will provide a link to book your hotel with our special event rates. Space is limited, so be sure to register for National Eucharistic Congress soon to book your housing.

### Can I request my roommates?

- ✦ For those purchasing Congress Passes and utilizing our housing portal (Passkey), you are welcome to select your roommates.

**I booked a Congress Pass. When will I be able to book housing for myself or my group?**

- ✦ Access the National Eucharistic Congress Housing Portal for discounted rates by clicking on the link in your National Eucharistic Congress registration confirmation email. You will be able to select the hotel that best matches your needs based on price, amenities, and distance from the convention center.

**I booked a Congress Pass and I want to arrive early or stay late. Can I reserve an extra night?**

- ✦ Attendees will have the option to book additional “shoulder” dates when reserving their rooms through the housing site. Inventory is very limited on shoulder nights—we encourage you to consider arriving on July 17, 2024, and departing on July 21, 2024.
- ✦ This does not include Youth Groups who will book Congress Passes with Shared Rooms for alternative housing.

**I was contacted by a housing vendor for the National Eucharistic Congress. Is this legitimate?**

- ✦ HPN Global is the only approved, official housing vendor for the National Eucharistic Congress. We understand that unauthorized housing companies may contact you and advertise cheaper rates, or they may imply or claim an affiliation with the National Eucharistic Congress. Unfortunately, some past attendees have fallen prey to these companies and were unable to recuperate the money they spent on rooms that did not exist. If you are contacted by any company that is NOT HPN Global, please notify the National Eucharistic Congress Housing team at [NECHousing@eucharisticcongress.org](mailto:NECHousing@eucharisticcongress.org) before providing any information to a secondary housing vendor.

**I have a special housing request. How do I make sure it is fulfilled?**

- ✦ To accommodate the many specific needs that individuals or families attending the National Eucharistic Congress may require, all attendees are able to book their rooms through the housing portal. On the housing portal webpage, attendees can send any special requests directly to the hotel and will be able to reserve a room at the National Eucharistic Congress event rate. For other attendees in single or shared rooms, please contact HPN Global at [NECHousing@eucharisticcongress.org](mailto:NECHousing@eucharisticcongress.org) to make your request known.

**When will I hear about my housing assignment?**

- ✦ Registrants who select Group Housing will receive an acknowledgment email within 72 hours of submitting their booking request through the National Eucharistic Congress housing portal. Hotel assignments and hotel booking links will be sent to you by the National Eucharistic Congress Housing team within 45–60 days. Hotel assignments will be on a first-come, first-served basis. If you did not receive an acknowledgment upon completing your booking in the National Eucharistic Congress housing portal, please reach out to [NECHousing@eucharisticcongress.org](mailto:NECHousing@eucharisticcongress.org).

## **✦ Conclusion**

If you've made it this far, well done! We know this is a lot of information; take all the time you need to process it. If, after reading this guide, you still have questions, please contact the appropriate team at one of the following emails:

### **FOR GENERAL EVENT INQUIRIES**

[Hello@eucharisticcongress.org](mailto:Hello@eucharisticcongress.org) | (888) 303-6277

### **FOR REGISTRATION NEEDS**

*(Registration confirmation email will come from this email)*

[NECRegistration@eucharisticcongress.org](mailto:NECRegistration@eucharisticcongress.org) | (833) 895-6886 Ext. 1

### **FOR HOUSING NEEDS**

*(Acknowledgement email of your housing request submission will come from this email.)*

[NECHousing@eucharisticcongress.org](mailto:NECHousing@eucharisticcongress.org) | (833) 895-6886 Ext. 2

### **To become a sponsor or for questions relating to your sponsorship package**

[Sponsorships@eucharisticcongress.org](mailto:Sponsorships@eucharisticcongress.org)

We are praying for you as you prepare for this momentous experience! Please pray for us, and we'll see you in Indianapolis in July 2024!

