

REFUND POLICY

If an attendee for the 2024 Regional Conference & General Assembly cancels on or before April 12, the attendee will receive a full refund of registration fees.

If an attendee for the 2024 Regional Conference & General Assembly cancels after April 12, the attendee will not receive a refund of registration fees unless due to an emergency.

If an attendee for the 2024 Regional Conference & General Assembly cancels after the start of the conference on May 2, no refund of registration fees will be issued.

Requests for refunds after the refund deadline must include an explanation for the reason and be submitted in writing. Upon receipt of a request to refund registration fees, SCAG will evaluate each circumstance and determine whether the request is granted. Please allow up to five (5) business days to process your refund request.

HOTELS

The conference room rate is \$205 per night. The cutoff date to book a hotel room at the discounted rate is **Monday, April 15**. SCAG cannot guarantee any rooms past this date. You will receive a separate confirmation email for your hotel reservation.

HOW DO I BOOK MY ROOM?

After you register, you can book your room from the registration confirmation page. You will also receive a confirmation email with a link to book your room. If you haven't received your registration confirmation email or are having issues with the room link, please email update@scag.ca.gov Please note, the room link is the only way to book a room in the conference room block.

For attendees staying at the JW Marriott Desert Springs Resort & Spa, check-in begins at 4 p.m. and check-out is at 11 a.m.

- JW Marriott Desert Springs Resort & Spa
 - Event location
- Courtyard Marriott – Palm Desert
 - Travel Distance to JW Marriott – 1.7 mi
- Residence Inn – Palm Desert
 - Travel Distance to JW Marriott – 1.4 mi
- The Westin Desert Willow Villas – Palm Desert