

# FAQS

## General Information

**Question:** When is the 2026 NYSCHP Annual Assembly?

**Answer:** Thursday, April 9 - Sunday, April 12, 2026

**Question:** Where will the 2026 NYSCHP Annual Assembly be held?

**Answer:** NYSCHP will be hosting the 2026 Annual Assembly at the Saratoga Hilton & City Center located at 534 Broadway, Saratoga Springs, NY 12866.

## Registration Information

**Question:** What are the registration fees to attend the Annual Assembly hosted by NYSCHP?

**Answer:** For pricing information to attend the 2026 Annual Assembly, [visit the registration page](#).

**Question:** When does early bird registration end?

**Answer:** Early Bird Price Deadline: March 1.

**Question:** Is full payment due at the time of registration?

**Answer:** Yes, full payment is due at the completion of registration.

**Question:** I have a guest. Can they join me at the Annual Assembly?

**Answer:** All attendees and participants must have their own conference registration and name badge for access to NYSCHP programming. This includes but is not limited to: meals, educational programming, sponsored activities. We will offer all attendees with a full registration an option to purchase a Guest registration for a discounted price.

**Question:** What is the cancellation policy for general attendees? When is the refund deadline?

**Answer:** To cancel your attendee registration, you must contact the NYSCHP office ([office@nyschp.org](mailto:office@nyschp.org)). Any cancellations prior to March 15<sup>th</sup> will be fully refunded. Cancellations between March 16<sup>th</sup> – April 4<sup>th</sup> will be 50% the amount that was paid. Any cancellations the week of the conference will not be refunded.

**Question:** I have already registered but I want to make an edit or make changes to my transaction.

**Answer:** If you registered and need to make modifications to your registration please contact [office@nyschp.org](mailto:office@nyschp.org)

**Question:** I am having trouble registering online, can you help me?

**Answer:** Yes! You can call us at 518-456-8819 between the hours of 9 a.m. - 5 p.m. EST, Monday through Friday or you can email us directly at [office@nyschp.org](mailto:office@nyschp.org)

**Question:** Is on-site registration available?

**Answer:** Yes! We are equipped for on-site registration with payment via credit card utilizing the Square™ reader. Please note, there may be delays in printing a name badge for you depending on the traffic at registration.

**Question:** If I am a resident participating in the Residency Research Practice Forum (RRPF), what does my registration include?

**Answer:** Residents participating in RRPF includes the following: 2 night hotel double occupancy with another resident participating in RRPF, breakfast and lunch on Friday and Saturday, breakfast on Sunday, and daily coffee breaks. Residents may also attend the Casino Night (Friday) free of charge, and the Awards and Installation Banquet for an additional \$30.00.

**Question:** Are the Poster Session and Residency Research Practice Forum (RRPF) the same?

**Answer:** No. These are two separate components of the Annual Assembly. When submitting materials for either event, you must specify which you are participating in and upload the required materials as outlined on their individual subpages. Please refer to the NYSCHP website and the RRPF registration page for more information on the differences.

## **Hotel Information**

**Question:** Where is the hotel for NYSCHP located?

**Answer:** The Saratoga Hilton (host hotel) is located at 534 Broadway, Saratoga Springs, NY 12866. The Saratoga Courtyard Marriott (Residency Program and overflow hotel) is located at 11 Excelsior Ave, Saratoga Springs, NY 12866. The Courtyard Marriott is a 2-minute drive or 10-minute walk to the Saratoga Hilton.

**Question:** How do I make my hotel reservation?

**Answer:** Hotel reservations for the Saratoga Hilton and Courtyard Marriott can be made online via the NYSCHP booking links. These links automatically will provide the negotiated rates that are part of NYSCHP's room block. If you would prefer to call the hotel, both numbers have been provided on our Accommodations webpage – be sure to mention the NYSCHP block for a discounted rate. Hotel room blocks close on March 2.

**Question:** Will my credit card be charged a prepayment deposit before arrival?

**Answer:** No, your card will hold your room reservation until arrival.

**Question:** What time is check-in at the hotel?

**Answer:** Check-in time for the Saratoga Hilton is 3:00 p.m. ET. Check-in time for the Saratoga Courtyard is 4:00 p.m. ET

**Question:** What time is check-out at the hotel?

**Answer:** Both conference hotel check-outs are at 11:00 a.m. ET

**Question:** Is parking included?

**Answer:** Parking is not included with your stay at the Hilton Saratoga. You can park for a fee at the Hilton or the City Center Parking Garage. Parking is included with the fees for your stay at the Saratoga Courtyard.

**Question:** How will I know if I have a hotel reservation at the Hilton Saratoga or Saratoga Courtyard?

**Answer:** You will receive a reservation confirmation number via email when booking your hotel. Your hotel confirmation number will come directly from the hotel.

*\*Please note continuing education speakers will work directly with the NYSCHP office for booking their hotel\**

**Question:** I'm part of the Residency Program (RRPF) and I booked at the Hilton, will my room still be covered by NYSCHP?

**Answer:** No. The guidelines online outlined the requirement that all rooms must be double occupancy and booked at the Courtyard Marriott room block.

**Question:** I'm part of the Residency Program (RRPF) and the Courtyard Marriott made me put a credit card down with my reservation, will I be charged?

**Answer:** So long as you are booked double occupancy you will not be charged unless there are room damages, room services charges, or incidentals. Hotels are required to take a credit card with reservations for security purposes.

**Question:** I'm a speaker and my contract outlined 1 nights stay covered by the Hilton – do I need to submit for reimbursement following the meeting?

**Answer:** No. The office has worked with the hotel staff to ensure your night is covered and you should only be billed for room service, incidentals, or additional nights stay.

## **Program/Education Information**

**Question:** Is there a printed version of the agenda I can have?

**Answer:** NYSCHP has adopted a going green initiative to cut back on printed materials. We will not have a printed program for the attendees, but a copy of the schedule can be found on the website or if you download the conference app.

**Question:** What is the theme of the Annual Assembly this year?

**Answer:** Converging Paths: Integrating and Leading Across the Care Continuum.

**Question:** Is this conference approved for continuing education?

**Answer:** Yes, numerous sessions will be approved by the Accreditation Council for Pharmacy Education (ACPE) for continuing education. Look for the CEU notation in the event schedule to confirm available credits.

**Question:** How do I get CE credit?

**Answer:** You must record the code stated verbally by the moderator at the end of each session you attend. Each session has a unique code for pharmacists or technicians. You will then need to complete the survey links for each session you attended within 45 days of the programming.

**Question:** How do I access the survey links?

**Answer:** Survey links can be found on our website under the Events and Education tab on the CE Survey and Links subtab. These will also be emailed to attendees the week of April 13th when staff has returned to the office.

**Question:** When will I receive the survey links?

**Answer:** Survey links will be emailed to attendees the week of April 13th when staff has returned to the office. You will receive them within 7 days of the conference.

## **Meal Information**

**Question:** What do I do for days that say, “Lunch/Dinner on Your Own”?

**Answer:** Saratoga has local restaurants that you can go to for meals, there is also the hotel restaurant.

**Question:** Is coffee available?

**Answer:** Please see the agenda for the scheduled “coffee breaks” for all Assembly attendees.

**Question:** Can I attend the Awards and Installation Banquet on Saturday night?

**Answer:** You must register to attend the banquet and present a ticket to get in. There is a \$30.00 fee associated with attending.

**Question:** Are there meal tickets?

**Answer:** The only ticketed meal event is the Awards and Installation Banquet. All other meals are included with attendee registration fees unless otherwise noted. \*Please note the Residency Lunch is for Residents and Preceptors ONLY\*

**Question:** If I am an exhibitor, can I attend the meals listed on the schedule?

**Answer:** Exhibitors can attend all sessions except for meals sponsored by specific companies or private meetings (Board of Directors, Presidential Officers, etc.)

### **Continuing Education Speaker Information**

**Question:** I made changes to my presentation since submitting a file to the office – what should I do?

**Answer:** If you have made changes to your presentation since submitting your original version, we ask that you bring a copy of the new version on a flash drive and arrive 15 minutes ahead of your scheduled session to update it on the laptop in the room.

**Question:** How do I submit for reimbursement for my travels as outlined in my speaker agreement?

**Answer:** The reimbursement form can be found online and was distributed in your speaker materials. Please fill this out and include receipts, then send a copy to [office@nyschp.org](mailto:office@nyschp.org).

### **Exhibitor Information**

**Question:** Can you hold a booth on behalf of my company while I submit internally?

**Answer:** Per council policy, we require a completed prospectus (with payment omitted) in order to hold space. No exceptions will be made.

**Question:** What materials do you have on your website for me to submit for approval?

**Answer:** Along with being distributed via email, our website ([nyschp.org](http://nyschp.org)) houses the prospectus with the conference agenda and floor plan, council W-9, and letter of request. An exhibitor manual will be made available and distributed closer to the time of the event.

**Question:** Can I receive a copy of the attendance list?

**Answer:** All exhibitors will be sent a copy of the attendance list the week of April 13th – once the conference concludes and staff has returned to the office.

**Question:** When are move-in and out times for the exhibit hall?

**Answer:** Exhibitor move-in is Friday, April 10<sup>th</sup> from 9:00 AM – 4:00 PM. Exhibitor move-out is Friday, April 10<sup>th</sup> from 6:31 PM – 9:00 PM.

**Question:** When are the networking and exhibition hours?

**Answer:** The networking sessions are: Thursday, April 9<sup>th</sup> from 4:30 – 6:00 PM and Saturday, April 11<sup>th</sup> from 9:15 – 10:30 AM. The exhibit hall hours are: Friday, April 10<sup>th</sup> from 4:30 – 6:30 PM.

**Question:** What is the structure of the networking sessions?

**Answer:** Exhibitors will meet with Directors of Pharmacy in a reverse expo style. Directors participating in the sessions will be emailed to exhibitor reps prior to the conference.

**Question:** Can I substitute on-site reps?

**Answer:** No. Multiple communications will be sent to the lead of the company with the deadline to name reps. No on-site substitutions or additions can be made. If you have someone you would like registered, they can register as a general attendee and will not have access to the reverse networking sessions.

**Question:** How can I obtain a copy of the floor plan to select my preferred booth?

**Answer:** The floor plan will be included on the exhibitor website and within the prospectus which is sent to our mailing list.

## **App/Wi-Fi Information**

**Question:** How do I connect to the Wi-Fi?

**Answer:** A sign with the Wi-Fi login will also be present at the general attendee registration desk.

**Question:** How do I download the conference app?

**Answer:** Download the Cvent app, then search NYSCHP 2026 Annual Assembly. \*\*Instructions will also be on display at reg. desk\*\*

**Question:** What are the benefits of downloading the app?

**Answer:** The conference app has speakers and sessions, vendors/exhibitors, sponsors, social media feeds, and will have push notifications enabled if any changes or delay in the schedule happen so alerts are sent right to you.

## **Travel Information**

**Question:** What are the closest airports?

**Answer:** The Albany International Airport (ALB) is about 30 minutes via car from the Saratoga Hilton.

**Question:** If I am participating in softball (pharmacists vs. industry) is transportation included?

**Answer:** Those participating in softball can carpool together. Printed out directions to the field will be available at the Hilton check-in desk.

## **More**

**Question:** If I have further questions, who can I contact?

**Answer:** For any questions regarding the logistics of the Annual Assembly contact [office@nyschp.org](mailto:office@nyschp.org)