

Frequently Asked Questions

CANCELLATION FEE: There is a \$50 cancellation fee per person if you register and then cancel. We accept no cancellations after August 2, 2018. If you are unable to attend and you have missed the cancellation deadline, you can offer to "sell" your registration to another CCSA member. The CCSA is not responsible for this type of transaction or the exchange of monies to do so. We suggest that you post your listing on our Facebook Chatter Site: www.facebook.com/groups/579919718731164/.

If you can sell your registration, please send an email to laura@ccsaonline.com to approve the transfer. The classes you had selected in your registration will be transferred to your buyer. If they would like to change any of the classes you selected, they will also need to email laura@ccsaonline.com with their requests. Changes will be made to classes if there is availability in that class.

WHERE CAN I FIND CONVENTION PRICING? You can find it on the convention main page.

WHAT DO I NEED TO KNOW ABOUT REGISTRATION? You can register starting 6/22. You must pay in full at the time of registration. We accept Visa, MasterCard, American Express, and EChecks. You can find a list of all the classes in Preview Guide (release date 5/30).

When you register, you MUST select your classes at that time for anyone attending Convention.

You can still attend Convention if you miss online registration. You will be able to register on site September 14-17 at the Convention location. There is a \$50 price increase for registering on site.

CAN I MAKE CHANGES TO MY REGISTRATION, INCLUDING ADDING ITEMS OR CHANGING CLASSES? Yes. Simply log on and go to Event Registration. You will be allowed to make changes on your Convention Registration Form until August 23, 2018 at midnight EST. Any changes after that will have to be made at the Convention registration desk September 14-17.

WHAT ARE THE GOLDEN TICKET AND RAFFLE TICKETS? Each year we sell raffle tickets for great pieces donated by our members and suppliers. Each ticket is \$10. If you purchase ten tickets, you also receive a Golden Ticket. All prizes are awarded the night of the auction. All raffle tickets are entered to win a new kiln provided by Skutt. The Golden Ticket prize package is usually valued over \$5,000; we add prize info to our website as prizes are donated. (This is updated as they are donated.)

WHAT IS THE CONVENTION SCHEDULE? Will be in the Preview Guide released 5/30.

WHAT IS INCLUDED WITH MY REGISTRATION?

The following is included with your registration:

- Regular Convention classes and exhibits, member mixer, dinner at Convention Gala, additional meals TBD.
- Reminder – The Embassy Suites offers complementary cooked to order breakfast each morning (M-F 6-9AM, Sat/Sun 7-10:30AM) and a Manager's Cocktail Reception each afternoon (5:30-7:30PM) complete with light snacks and free beverages.
- Handout/Notes/Directions and other information for any classes for which we have received handouts from

instructors. This includes all classes – even the ones you didn't take.

- Brush pack to use in technique classes.
- Inspiration, education, networking, new friends, and fun times!

CAN MY SPOUSE/FRIEND/OTHER VISIT THE EXHIBIT HALL? Only registered attendees can visit the Exhibit Hall. You may purchase a one-day pass for another to visit the Exhibit Hall. The cost is \$259 and includes classes and meals served on that day. For full details, see Convention Pricing. Children under the age of 18 are not allowed into the Exhibit Hall or classes.

Badges are always required for entry into the Exhibit Hall.

Anyone found allowing another to use their badge will be assessed a one-day pass charge and will be expected to pay the balance immediately.

SPECIAL NEEDS AT THE HOTEL: If you have any special needs regarding accessibility or other issues, please contact the Embassy Suites St. Charles (1-636-946-5544) after you have booked your reservation and alert them of your needs. If you would like to make the CCSA aware of any of these needs, please email laura@ccsaonline.com. Special dietary requests can be found on your registration form.

I'M NEW TO CONVENTION, WHAT SHOULD I DO? Register. Make your travel plans and hotel reservations! When you register for Convention, you will see a box asking if this is your first Convention, make sure to check that box. You'll get a special invitation to the New Member & New to Convention Mixer on Friday night for newbies only!

WHEN SHOULD I FLY IN AND WHEN SHOULD I FLY OUT? We suggest flying on Thursday. Pre-con classes start on Friday at 9 AM. The Member Mixer is 6:30-9 PM on Friday, September 14. All classes end at 12:30 PM on Monday and there is a sendoff lunch that ends at 2PM. At this date we are uncertain of a studio tour on Monday afternoon.

WHAT SHOULD I PACK?

Suggested items include:

- Comfortable shoes
- Cool clothes (temperature wise, not cool as in stylish, but that wouldn't hurt either!), and bring a sweater because even when it's hot outside, classrooms tend to be cool. Dress in layers.
- A notebook and pen
- A camera
- A swimsuit
- Business cards
- A sense of humor
- A donation piece for the Great Shapes Auction
- Your phone charger
- An extra suitcase for your samples and auction winnings. Many seasoned attendees pack it inside their suitcase on the way to Convention and then they have an extra for the trip home.

WHAT CAN I EXPECT ON THE SHOWROOM/EXHIBIT HALL FLOOR? Lots of fun, information, and inspiration. Exhibitors will be showing off new products and giving demonstrations. Some exhibitors will also have Make & Take areas so you can try out the products for yourself. See each exhibitor for information on their Make & Take schedule. Some exhibitors sell items or take orders on site. You'll get a chance to meet some of the people you've been trading emails and phone calls with for years.

WHO ARE THE EXHIBITORS ATTENDING?

The list will be updated as exhibitors register on the CCSA website [Convention page](#).

CAN I SHIP MY GREAT SHAPES AUCTION PIECE AHEAD OF TIME? Yes, you can ship your auction piece ahead of time. It cannot arrive before September 1 or after September 12.

Please make sure you complete this Auction Item Donation Form [HERE](#), print it, and enclose it with your item. Please let us know if you plan on shipping something so that we can keep track of packages. You can email us a copy of your form to erin@polkadotpots.com Please do not call The Painted Pot with shipping or Convention questions. They have simply volunteered to collect items for us. You may only ship auction items. Do not ship personal items to this location (tools, scissors, etc.).

Please label packages as follows:
CCSA CONVENTION - c/o The Painted Pot
AUCTION ITEM
3772 Monticello Plaza Dr.
O'Fallon, MO 63304
636-300-4515

CAN I SHARE A HOTEL ROOM TO SAVE COSTS? Yes. We do not keep a log of who is looking to share a room. We suggest that you log onto our CCSA Members Only Chatter site and post that you're looking or search for those who are also looking. Please make sure that all guests staying in your room are listed with the hotel. This will help avoid anyone being charged the \$150 fee for not staying at the convention hotel.

REGISTRATION POLICIES REGARDING ONE-DAY PASSES AND OTHER EVENTS: A one-day pass purchased for a specific day will allow you into the Exhibit Hall, classes for that day, a goody bag, and any meals or events for that day except for the Convention Gala Dinner. A ticket for that must be purchased separately if you have not registered and paid to attend the whole Convention.

Pre-Con classes are available for purchase only by full Convention registrants and cannot be purchased by one-day pass holders.

HOW CAN I SHIP MY ITEMS BACK HOME? You can take advantage of the free hotel shuttle to many local places for your shipping needs. See hotel front desk for shuttle information.

1.9 miles United States Postal Service, 1890 1st Capitol Dr, St Charles, MO 63301
2.3 miles The UPS Store, 2025 Zumbahl Rd, St Charles, MO 63303

HOTEL INFORMATION AND ANSWER REGARDING HOTEL FEE

Embassy Suites by Hilton St. Louis St. Charles
Two Convention Center Plaza, Saint Charles, Missouri, 63303, USA
TEL: +1-636-946-5544 | FAX: +1-636-946-5577

One of the most common questions we are asked is "Why is there a \$150 charge to attendees who are not staying at the Convention hotel?"

Convention pricing is based on occupancy at the Convention hotel. If we do not meet a certain number of rooms, we are charged a very large fee. In years past this fee has been thousands of dollars. If an attendee chooses to stay at another hotel, an additional fee of \$150 per studio is charged to help cover some of those fees. You may be asked to provide proof of your stay at registration. If you are sharing a room with another attendee from another studio, please make sure both your names are on the registration.

Exemption: You can get be exempt from this fee if your studio is less than 50 miles from Scottsdale. Our Convention rate for the hotel is \$139 a night. Hotel reservation and pricing can be found [HERE](#)

Wi-Fi is available onsite to registered guests in the hotel area, guest rooms, and Convention area.

Our special room rates will apply for three days prior and three days after the Convention. You can make your reservations for additional days when booking online.

WHAT IS THE DRESS CODE FOR THE AUCTION? We encourage you to hang up the glaze-covered apron and get dressed up! That being said, there is no required dress code for the evening, just that you come ready for a great time!

You can use the phrase "cocktail attire optional." Cocktail attire is typically for women to "wear a shorter dress with some frill." The classic little black dress makes for great cocktail attire and is the easiest to show your personality by accessorizing to suit your mood" and for men to "wear a dark suit, coat, and tie. Opting for dark jeans paired with a jacket and tie is also acceptable at some cocktail events, depending on how casual the atmosphere is." But like we said, it's optional!