



FREQUENTLY ASKED QUESTIONS

IPIA 104TH CONVENTION & TRADE SHOW THE DIPLOMAT BEACH RESORT NOVEMBER 11-14, 2021

What is the Diplomat Beach Resort address?

The hotel is located at 3555 South Ocean Drive, Hollywood, FL 33019.

How do I make a hotel reservation at The Diplomat Beach Resort?

Hotel reservations can be made by [clicking here](#). After the cut-off date of October 25, please contact ipia@suncoastmeetings.com to see if any rooms are still available. IPIA's special group rate is \$259 per night for either a King or Double/Double (2 full-sized beds) room, plus 13% tax.

Is there a resort fee at The Diplomat Beach Resort?

The resort fee of \$35 is waived for IPIA guests and includes a 10% spa discount, complimentary guestroom wi-fi access for up to 5 devices, unlimited local and US domestic long-distance calls, complimentary local and 800 phone calls, 1 hour daily on all non-motorized water sports, and 4 beach lounges per day.

How much is parking at The Diplomat Beach Resort?

The discounted rate for our group is \$20/day for self-parking. Daily valet parking is \$45/day.

What is the check in/check out time at The Diplomat Beach Resort?

Check-in time is at 4:00 pm and check-out time is 11:00 am.

What is the dress code?

Business casual dress is recommended; however, you may want to bring a sweater, should the meeting room(s) be cool. Make sure you pack comfortable shoes for walking around the resort. Come prepared to dress in your favorite 1970s/1980s/1990s attire for the “Party Through the Decades” Chairman’s Party on Saturday night!

Do I have to wear my name badge for admittance to events?

Yes, convention name badges must be worn for entry into ALL events, including sessions, meals, exhibit hall, networking receptions, and the Chairman’s Party. Please be sure to wear your badge at all times.

Can I receive a refund if I cancel my convention registration?

Refunds for registration fees will be granted if they are received 30 days prior to the start of the Convention (Monday, October 11, 2021). There is no charge for substitutions/name changes. A \$40.00 processing fee will apply to all refunds requested more than 30 days prior to arrival date. Cancellations prior to 7 days (but within a month) will be subject to a \$100 processing fee. There will not be any refunds within 7 days of arrival, although substitutions/name changes from the same company will be at no charge. Refunds for golf and optional tours require 14 days’ notice before the 1st day of the Convention (Thursday, October 28, 2021).

Can I send someone else in my place if I am unable to attend?

Yes. Substitutions must be submitted in writing to ipia@suncoastmeetings.com by Friday, November 5, 2021. After November 5, substitutions will be taken onsite at The Diplomat Beach Resort.

Can I bring a guest to the convention?

Yes. For admittance to the Exhibit Hall, an Exhibit Hall pass must be purchased. To have a guest attend a specific event, please contact us at ipia@suncoastmeetings.com.

Can I bring my child to the Chairman's Party?

Children are allowed to attend the Chairman's Party. A child's convention registration is \$75 and can be purchased by emailing ipia@suncoastmeetings.com.

Is a list of attendees available?

A list of attendees will be available onsite at the convention, by request.

Can my company hold an event (reception, dinner, etc.) during the convention?

IPIA members, partners, and attendees are prohibited from holding events that run concurrently with convention sessions, functions, and other convention-related events. We encourage events outside of convention functions. Please contact info@packagedice.com for additional information.

What if I want to pay my registration with a check?

To pay by check, register online and mail a check payable to International Packaged Ice Association, 1519 Dale Mabry Highway, Suite 202, Lutz, FL 33548. Registration cannot be processed without payment. After the start of the convention, registration will be taken onsite at The Diplomat Beach Resort.

Do you have a multiple registration discount?

No, multiple registration discounts are not currently offered.

Can non-members attend?

Non-members are welcome to attend. A higher rate may apply.

What if I have ADA needs or special meal requirements?

We are happy to accommodate these needs. Please contact ipia@suncoastmeetings.com with your request.

Will there be Internet access at the convention?

Wi-fi access will be available in the sleeping rooms, but not provided in the meeting space.

How do I register if I am an exhibitor booth representative?

For exhibit booth registration, please contact ipia@suncoastmeetings.com. Each exhibit company must also complete a full convention registration for at least 1 attendee.

When and where do I pick up my convention badge once I arrive onsite?

Please stop at the IPIA Registration Desk outside of the Grand Ballroom (Exhibit Hall) to pick up your registration packet. The packet will contain your name badge along with other important information. Drink tickets included in your registration will also be in your name badge. You must wear your official badge during the convention to access all events, including sessions, meals, exhibit hall, and the Chairman's Party.

We look forward to seeing you in Florida!



IPIA
104TH ANNUAL CONVENTION
& TRADE SHOW

November 11-14, 2021

HOLLYWOOD, FLORIDA