



Most Frequently Asked Questions for NACCM Customers 1st 2008

1. What is the closest and most convenient airport to the Disneyland Hotel?

From John Wayne Airport (SNA), 15 miles (30-45 minutes drive)

From Los Angeles International (LAX), 35 miles (45 minutes - 1 hour drive)

2. What are my options getting to and from the hotel and airport?

You have several options at different price points.

To/From LAX Airport:

1. Disneyland Resort Express shuttle- Adults prices are \$20 for one way and \$30 for round trip. For more information and to book visit http://graylineanaheim.com/airport_info.cfm.
2. Taxi – approximate cost \$65.00
3. Super Shuttle 800-BLUEVAN- Adults price \$16 each way.

To/From SNA Airport:

1. Disneyland Resort Express shuttle – Adults prices are for \$15 one way and \$25 for roundtrip. For more information and to book visit http://graylineanaheim.com/airport_info.cfm.
2. Taxi – approximate cost \$40
3. Super Shuttle - 800-BLUEVAN – Adult price \$10 each way.

3. What times are check-in and check-out at the Hotels of the Disneyland® Resort?

You can check-in anytime, but rooms are available after 3:00 p.m. Should you arrive early, you can check-in, store your luggage at the Bell Desk and enjoy the Disneyland® Resort.

Check-out is by 11:00 a.m. If you would like to enjoy a day at the Disneyland® Resort after you check-out, you are welcome to store your bags at the Bell Desk until you are ready to depart

4. How do I buy “convention” tickets to the park?

The NACCM Customers First team has arranged for discounted tickets for our delegates – you can access this information at:
<http://www.disneyconventionear.com/NACCM2008>

5. What should I wear?

This is your dream conference. If you learn best in comfortable casual wear, go for it. If you learn best in a suit, who are we to question you? Wear what you want but we recommend you dress with layers that will allow you to throw on a sweater when attending in-door conference events and be comfortable when attending the outdoor activities.

6. What’s the typical weather like in November in Anaheim?

The temperature typical ranges between 54° -73° Fahrenheit.

7. Are there family activities built into the conference?

No, but your family is welcome to come and enjoy the parks and other activities during the day. There is plenty of built in free time for you to meet them if you wish.

8. Are there evening activities every night? If so, what is included in my conference fee and what is not?

Yes, there are evening activities every night.

Sunday – Dinner parties around Anaheim. We are organizing dinner parties to match you with people of like interests. There will be dinner parties around the following topic areas:

- Loyalty
- Customer Experience
- Metrics
- Leadership
- Contact Center/Call Center
- No topics/just casual conversations.

These dinner parties aren't intended to be “working dinners” but rather an opportunities for our attendees to meet those of like interest.

Monday night – International Service Excellence Awards Dinner (7 pm). The dinner is an additional fee, you can purchase your ticket at www.iirusa.com/naccm.

Tuesday night – Connections Block Party – open bar & light food. You are free to make your own dinner plans.

9. How can I contact the NACCM Concierge? What if I need help selecting which sessions or activities to attend?

The NACCM concierge is happy to help you with your planning needs. You may contact them via email at mynaccm@iirusa.com.