

ATTENDEE FAQ

GENERAL QUESTIONS

What does “NAMA” stand for?

NAMA stands for the National Automatic Merchandising Association.

What does NAMA do?

Founded in 1936, NAMA is the association representing the \$25 billion U.S. convenience services industry. With more than 1100-member companies – including many of the world’s most recognized brands – NAMA provides advocacy, education and research for its membership.

What does CTW stand for?

Coffee, Tea and Water

What is Coffee Tea and Water Show (CTW)?

NAMA Coffee, Tea and Water Show (CTW) delivers insight into the “workplace of the future” by showcasing new technologies and industry trends that are impacting business and driving change in the \$4.25 billion U.S coffee services industry. Come to New Orleans, November 12th – 14th to experience world-class industry networking opportunities and high quality education designed specifically to help you grow and manage your business.

Where and When is CTW?

November 12-14, 2018 at the Hyatt Regency in New Orleans, LA.

How many exhibitors will be at the show?

We are expecting approximately more than 100 exhibitors.

Does CTW have a room block?

Guest Rooms start at \$249 per night

The Coffee, Tea and Water room block confirms rates of \$249 single, \$279 double, \$299 triple and \$324 quad occupancy, exclusive of applicable state and local taxes, currently 15.75% plus \$3.00 occupancy tax. **Rooms must be booked by 10/19/18 to be included. Complimentary in-room internet is included for all hotel guests. Check-in: 3:00 PM | Check-out: 12:00 PM.**

For group blocks, please contact Glenda Paxton at Glenda.Paxton@namanow.org.

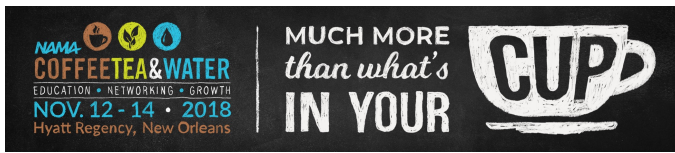
What is the attire?

The recommended attire is business or business-casual.

Where is CTW next year?

November 18-20, 2019

Anaheim Marriott – Anaheim, CA



ATTENDEE FAQ

REGISTRATION QUESTIONS

Do members receive a discount?

Yes, members receive a reduced registration rate that non-members do not.

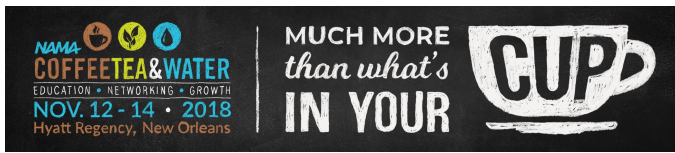
What are the registration fees?

2018 Member Registration Fees CTW			
	Early	Regular	On-site
Operator	\$310	\$410	\$435.00
Operator Group Discount*	\$270	\$360	\$395.00
(Groups of 4 or more)			
Broker	\$310	\$410	\$435.00
Distributor	\$310	\$410	\$435.00
Sustaining	\$310	\$410	\$435.00
International Subscriber	\$310	\$410	\$435.00
Supplier	\$1,200	\$1,400	\$1,425.00
Machine Manufacturer	\$1,200	\$1,400	\$1,425.00
Exhibitor Overallotment	\$310	\$310	\$310.00
2018 Non-member Registration Fees CTW			
	Early	Regular	
Operator	\$550	\$650	\$675.00
Operator Group Discount*	\$500	\$600	\$625.00
(Groups of 4 or more)			
Broker	\$550	\$650	\$675.00
Distributor	\$550	\$650	\$675.00
Sustaining	\$550	\$650	\$675.00
International Subscriber	\$550	\$650	\$675.00
Supplier	\$1,800	\$2,000	\$2,025.00
Machine Manufacturer	\$1,800	\$2,000	\$2,025.00

Early Bird Expires Sept. 12

Are educational sessions included in my registration fee?

The keynote speaker and many other educational programs are included, unless otherwise noted.



ATTENDEE FAQ

What is the cost of the pre-conference sessions on Monday and Tuesday?

The Essence of Coffee sessions are only pre-paid

Member pricing: \$195 per course; \$295 for both

Non-member pricing: \$249 per course; Bundled pricing \$395

The Essence of Coffee content: Immerse yourself in THE coffee education experience of the year. This program consists of the first two modules in a four-module series. This is the quintessential program for coffee sales professionals, coffee managers, route sales representatives, as well as those responsible for the decision-making, direction and growth of the coffee business. Each module is two hours long. After attending the modules offered at CTW, attendees will be provided with instructions on how to take the short online quiz that accompanies each module. Upon successful completion of the quizzes, attendees will be awarded a certificate of attendance for each module.

Part 1 Description

Coffee Concepts

Module 1 will take you on a journey starting with the origin of coffee from its history through roasting, blending and the finished product.

Part 2 Description

It's in the Cup

Module 2 will begin with a discussion and tasting of a variety of coffee taste profiles and blends and will continue with an overview of brewing equipment and the experience offered to the customer.

Parts 3 & 4: Modules 3 and 4 will be rolled out at a later date.

What is the Coffee Crawl?

Join the NAMA Foundation at its inaugural Coffee Crawl to experience the finest flavors of New Orleans before immersing yourself in Day 1 of CTW. This one-of-a-kind, guided tour through the famous New Orleans French Quarter will take you to four notable establishments – including the world-famous Café du Monde. Led by a professional historian, this exclusive event will let you sample and taste the New Orleans flavor while learning about the Crescent City's colorful culture and rich coffee history. This not-to-be-missed opportunity will include networking with fellow attendees and a ride on the famous New Orleans street car. (A portion of ticket is a donation to the NAMA Foundation. Space is limited at this 'rain or shine event' and tickets are available to registered attendees only.)

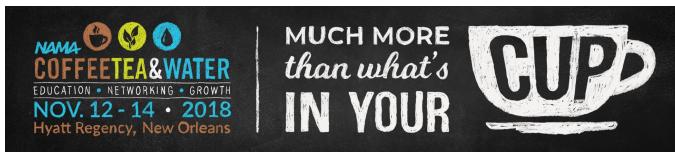
Where & When: Monday, November 12, 10:00am – 12:00pm, departing from the Hyatt Regency

Cost: \$65

Is the registration fee the same for my spouse?

Yes, the pricing will be the same for spouses as it is for the member/non-member attendee.

This is a first for CTW



ATTENDEE FAQ

Does my personal care assistant have to pay for a registration badge?

No, if you have a disability and require a personal care assistant they will receive a complimentary visitor badge when you register together.

Can students attend CTW?

Yes, we welcome all hospitality students to CTW. Just show your student I.D. at registration, and you may attend free of charge.

Can children attend?

Yes, children are welcome on the show floor. Children under the age of 18 can attend CTW free of charge. Please note: Strollers are not allowed on the show floor.

What is the cancellation policy?

Cancellations must be received in writing by October 19th and will be assessed a \$200 administrative fee. Refunds will not be available after October 19th.

If registering at the member rate and your membership lapses, you will need to renew your membership or pay the difference between the member and non-member registration fee to receive your badge.

Requests can be made to: namareg@tradeshowlogic.com

What are the onsite registration hours?

Monday, November 12 9:00am – 6:30pm

Tuesday, November 13 7:30am – 5:15pm

Wednesday, November 14 7:00am – 10:00am

Where is on-site registration?

Outside of the Elite Ballroom

MEMBERSHIP QUESTIONS

Is there a membership to your association?

Yes, there are different categories of membership. Contact NAMA's Membership Department at 888-337-8363 or members@namanow.org. While onsite, visit the registration area or contact Judy Gawczynski.

How much does it cost to be a member?

For Operators, membership is calculated based on the total number of full time convenience services (vending, micro markets, office coffee service and pantry service) employees in your company.

For Suppliers, Machine Manufacturers, Distributors and Brokers, dues are calculated on your annual sales revenue.