



El Paso | FAQs

Convention FAQs

What are the dates of the convention?

The dates for the core convention are October 20-24, 2019. Pre and post tour dates vary and can be found on the pre and post tour listings by [clicking here](#).

Are the hotels offering a special room rate before and after the convention?

Yes. If you are not attending a pre or post tour and would like to arrive before or stay after the core convention, the hotel is offering rooms between October 18th and October 24th. The special room rate is \$139 per night.

Please contact your hotel representative to book your extra rooms.

Doubletree

Aracely Molina
Event Manager
O: (915) 342-1404
M: (972) 684-0630

Indigo

Ariadna Baylon
Sales Manager
O: (915) 532- 5200 Ext. 5017
M: (915) 259- 4841

Courtyard

Mitzi Chavez
Administrative Assistant
O: (915) 532-7600

Will there be day passes available?

No, all attendees must register for the full convention.

Will there be a joiner fee?

Since the registration does not include airfare, there will be no joiner fee.

What does the registration fee include?

The registration fee includes ground transportation to/from hotel, four night stay at the convention hotel, all meals (Sunday evening through Thursday morning), all professional development sessions, Marketplace, Awards dinner, One full-day tour or two half-day tours, Chapter and Council meetings, SATW business meeting, Opening reception Sunday evening, Farewell dinner Wednesday evening, and tour tips.

How soon will I know which day tours I have been assigned?

All tour assignments selections will be confirmed via email during the week of August 5.



Can I make changes to my requests for day tours, pre/post tours or when I receive them?

Our registrar cannot accommodate requests to swap day tours.

For pre/post tours, as of August 5 changes cannot be accommodated. Effective August 15, SATW's no-refund policy for cancellations is in effect.

PLEASE NOTE: Per SATW's Code of Conduct, attendees are expected to participate in all activities for which they registered. If an attendee must cancel a day tour or Dine-Around reservation, he/she is expected to notify the registrar as soon as possible. Anyone missing two or more scheduled activities for which they are registered without giving prior notification to the registrar may be liable for Code of Conduct violations.

Have itineraries for day tours and pre/post tours been finalized?

Although largely accurate today, all itineraries are subject to revisions between now and October. A few weeks prior to the convention all attendees will receive a personalized itinerary reflecting their individual tour arrangements.

Can my guest come on a pre-post tour with me?

Yes, but they must register for a pre-post tour with their accompanying member; they cannot travel independently from the member.

Are there any special requirements to be able to participate in a pre or post tour?

All participants on pre and post tours in the region must be prepared for a reasonable amount of walking. Participants are expected to be able to manage the requirements as noted in each tour itinerary.

What is the appropriate dress code?

In the high desert of El Paso, you should be prepared for large drops in temperature after the sun goes down, particularly if you're participating in outdoor activities. Please bring comfortable walking shoes. For the day tours during the core convention and the pre- and post-convention tours we recommend casual attire, but refer to the

individual itineraries for specific apparel suggestions. For the SATW program activities and evening programs and meals we suggest business-casual attire. No formal events are scheduled.

Are tips included in the convention package?

Tips for guides and drivers on day tours and pre/post tours are included. Tips for maids, bellhops and waiters are at your discretion.



Passports REQUIRED

While the Convention is being held in El Paso, Texas, there will be one night where we plan to cross into Juarez, Mexico for an evening of entertainment and fun. Thus ALL attendees, including U.S. Citizens, are required to bring their passports if they would like to enjoy this excursion to Mexico.

Is there a cancellation deadline?

Cancellations up until August 14 will be assessed \$150 fee. There will be no refunds provided after that date. There will be no refunds for the pre- and post-tours as those funds go to the entities providing the trips. All cancellations must be received in writing by the SATW Convention Registrar. Exceptions will be made only for documentable and serious medical emergencies or death of someone in the member's immediate family (e.g., spouse, spouse equivalent, child, parent, sibling, grandchild, grandparent). In these instances, the member will receive a full refund minus a \$150 processing fee. In the case of a medical emergency, a note from the attending physician is required stating he/she is unable to travel due to medical reasons. The approval of the refund exception must be made by the SATW President, or in his/her absence, the SATW President Elect. Any appeals by a member will be reviewed by the Executive Committee and a final decision will be issued within 60 days.

Hashtags

Primary:

- #satwElPaso
- #visitelpaso
- #SATW

Others:

- Juarez: #visitajuarez
- Las Cruces: #VisitLasCruces
- Big Bend Loop: #visitbigbend
- Marathon: #marathontx
- Big Bend National Park: #visitbigbend
- Lajitas & Terlingua: #lajitas #terlingua
- Albuquerque: #VisitABQ, #HeartofNM
- Santa Fe: #SantaFeNM, #HeartofNM

What type of security is planned for SATW in Mexico?

- South of the Border Evening - A police escort will be provided for the busses and dedicated security will be at the venue that evening. They are going to provide a special bus line, allowing exclusive access for SATW's buses to Mexico in order to expedite crossing and make it as smooth as possible (don't forget your passport and bring your Global Entry card too, if you have one)!
- Juarez Day Tours - Additional security will be provided around the downtown area and all police forces will know the whereabouts of the groups.
- Copper Canyon FAM - Chihuahua Tourism is working with a well-known, well-respected tour operator that is local to that area and a state official from the tourism board will be on the FAM with the group. Local police will be notified and aware of the group's whereabouts.



El Paso FAQs

What is El Paso weather like in the fall?

El Paso is a high desert environment but temperatures in October are relatively cool, with an average high of 80 and an average low of 52 degrees Fahrenheit. As this is a desert, the nights cool dramatically from day time highs. Always be sure to stay hydrated and keep a water bottle with you throughout the day - especially on tours.

What should I pack?

Make sure to bring layers and a light jacket. For active events, we encourage you to bring close toed walking shoes, water bottle(s) or a hydration system, a backpack or bag, sunscreen and lip balm, and perhaps some salty snacks. Hydrating drinks or drink mixes, like coconut waters or those from Gatorade, aren't a bad idea either.

What is El Paso's population size?

El Paso proper is home to 683,577 persons. The larger metropolitan area, covering all of Hudspeth and El Paso counties, has a population of 837,000 while the El Paso-Las Cruces CSA has a population of 1.05 million (2019).

Sister city Ciudad Juárez, in Chihuahua, Mexico, has a population of 1,398,400 (2014).

What time zone is El Paso in?

During the Convention, El Paso will be in Mountain Daylight Time (MDT).

Is El Paso safe?

El Paso is routinely listed within the top three safest cities in the U.S., thanks in part to the large number of federal agencies that patrol the border.

How to I travel around El Paso?

For rideshare apps, El Paso has Uber, Lyft and Andale Ride. Public transit is the streetcar, Sunmetro busses and Brio Rapid Transit System. Destination El Paso is working on trying to get streetcar passes for all conference attendees.

Where can I find story ideas?

General story ideas can be found at <https://visitelpaso.com/>. Upcoming events are noted below. To discuss more in-depth story angles please reach out to mhruby@destinationelpaso.com.



Fun Facts:

- El Paso county is the only part of Texas to be in the Mountain Time zone
- Located south of Albuquerque, El Paso is closer to San Diego than it is to Houston
- 81% of the population is Hispanic
- It is the cowboy boot-making capital of the world
- The city is regularly listed within the top three safest cities in the U.S.
- While there is no concrete study found specific to this subject, locals estimate that some 60% of the city are ESL speakers (there are 45,000 English language learners in the county's school system alone)

- The local US Army base Fort Bliss is about 1,700 square miles (by contrast the STATE of Rhode Island is a mere 1,212 sq miles) and is the largest installation in United States Army Forces Command, but only the second-largest in the Army overall (the largest being the adjacent White Sands Missile Range)
- Their economy is more closely tied to the Mexican city of Juarez than anywhere else, and locals from Juarez are frequent, if not daily, shoppers at local malls, restaurants, etc. on the US side

Compliments of Destination El Paso. For more information on El Paso please email satw@destinationelpaso.com