



**American Academy of Periodontology's 106th Annual Meeting
November 6-15, 2020**

Frequently Asked Questions (FAQs)

How can I register?

Attendees can register one of four ways:

- 1) Online at *perio.org*
- 2) Via fax at 301-694-5124 (using official registration form)
- 3) Via phone to 800-424-5249 (U.S. participants) or 847-996-5829 (international participants)
- 4) Via mail to Experient/AAP Annual Meeting 2020, 5202 President's Court, Suite G100, Frederick, MD 21703 (using official registration form)

What is Experient's customer service phone number?

800-424-5249 (U.S. participants) or 847-996-5829 (International participants)

What are the registration fees for the 2020 Annual Meeting?

Category	Virtual Platform Registration Rates
Active Member	\$499
Associate Member	\$499
International Member	\$499
Life Active Member	\$499
Retired Member	\$349
Resident Member	\$149
Non-member Dentist/Periodontist	\$699
Resident Non-Member	\$299

Per the Academy Bylaws, as stated in Chapter 1, Section 6, Annual Meeting attendance requirements must be met. Does this virtual meeting count toward meeting attendance?

Yes, the AAP Board of Trustees has made a one-time exception for this virtual meeting to count toward member meeting attendance requirements.

Are there different tiers of registration rates for the virtual platform?

No, flat rates will be offered for the virtual platform throughout the registration process.

I pre-registered prior to the pivot to a virtual meeting and my rate differs from the ones listed above. How will the refund for the rate difference be processed?

Attendees who are still pre-registered for the 106th Annual Meeting will have their registration rate corrected and the balance refunded to them within 90 days of the re-opening of registration.

I pre-registered for ticketed courses prior to the pivot to a virtual meeting. What happens to those tickets/events and to any funds I may have paid? Registration rates for the virtual meeting are simply a flat fee. There are no separate ticketed sessions any longer. The tickets for any ticketed sessions will be removed from your registration and any fees paid will be refunded within 90 days of the re-opening of registration.

Please note, some ticketed courses, like the Dental Hygiene Symposium and Insurance Workshops, will no longer be held in conjunction with the Annual Meeting. They may be schedule for a later date and time. Please check perio.org for updates about these specific sessions.

I pre-registered for VIP Registration status. What happens to those fees?

Since there will no longer be an in-person meeting, and the benefits related to VIP Registration are really designed for an in-person meeting, that election will automatically be canceled from your registration record and the fees will be refunded within 90 days of the re-opening of registration.

If you wish to cancel your registration, please submit a written request by Sept. 25, 2020, via mail, fax, or e-mail to:

Experient/AAP Annual Meeting 2020
5202 President's Court, Suite G100
Frederick, MD 21703
Local and international fax: 301-694-5124
E-mail: aap@experient-inc.com

There is normally a cancellation fee if one cancels by the cancellation deadline. Is that the case for the virtual meeting?

No, considering the unique circumstances surrounding this meeting, the \$75 cancellation processing fee will be waived.

Why are some of the registration categories that are normally offered for the in-person meeting are not available for the virtual meeting?

Some registration categories are simply not conducive to a virtual meeting and are no longer being offered. If you have a specific question about one or more of those registration types, please contact the Meetings Services Department (meetingsinfo@perio.org) for further assistance and information.

How will I access the meeting platform to participate in the meeting?

Closer to the meeting dates, an e-mail message will be issued to you providing a link, password, and login to access the meeting.

I made hotel reservations through Experient prior to the pivot to a virtual format. What happened to my hotel reservations?

If you elected to book a hotel reservation through the Experient system, the reservations have automatically been canceled for you and, since the bookings were made as a credit card guarantee, there is no fee or penalty involved. *Please note, if you made reservations outside of the AAP room block, through any other booking source than Experient housing, you must cancel your reservations yourself.*

Will I be able to claim Continuing Education (CE) credits for courses taken through the virtual platform?

Yes, CE credit hours may still be earned through the virtual meeting platform. There will be a link on the virtual platform to log CE credit hours earned, just as there has been a link through the mobile app in past years. Information about this will be made available on perio.org and in the virtual platform as more details become available.