



## **Frequently Asked Questions**

### **What is Health System 100 doing for COVID-19 safety?**

All attendees, regardless of vaccination status, will need to be rapid antigen tested prior to participating in the conference and again approximately 30 hours later.

### **What is The Phoenician doing for COVID-19 safety?**

Please click [here](#) to view The Phoenician Scottsdale's Commitment to Clean.

### **How do I check-in at Health System 100?**

When you arrive at Health System 100, please proceed to the testing location listed below for your Rapid Antigen COVID-19 test (scheduling information will be sent in September). Please arrive 2 hours prior to joining any Health System 100 activity to allow time for testing.

#### **Testing Hours & Location:**

Sunday, October 10:	9:30 am – 6:30 pm	Camelback Ballroom H, 1 <sup>st</sup> Floor
Monday, October 11:	6:30 am – 6:30 pm	Camelback Ballroom H, 1 <sup>st</sup> Floor
Tuesday, October 12:	6:30 am – 6:30 pm	Camelback Ballroom H, 1 <sup>st</sup> Floor

### **Where can I go during the conference if I have questions or concerns?**

#### **Welcome Desk Hours & Location:**

Sunday, October 10:	8:00 am – 5:30 pm	Camelback Ballroom Foyer
Monday, October 11:	7:00 am – 6:00 pm	Camelback Ballroom Foyer
Tuesday, October 12:	7:00 am – 2:30 pm	Camelback Ballroom Foyer
Wednesday, October 13:	7:00 am – 10:00 am	Camelback Ballroom Foyer

### **Where can I find the 2021 Conference Agenda?**

[Click here](#) for the executive program and [click here](#) for the Spouse Program.

### **What is the hotel address, phone number and website?**

The Phoenician  
6000 E Camelback Road  
Scottsdale, AZ 85251  
Phone: (480) 941-8200  
[The Phoenician Website](#)

To make a reservation online [click here](#) or call (480) 423-2575.

### **What time is Check-in, Check-out at the hotel?**

Check-in is at 4:00 pm, Check-out is at 11:00 am.

### **What is the room cancellation policy at The Phoenician?**

There is a 72-hour cancellation policy - 1 night room and tax advance deposit will be forfeited if cancelled within 72 hours of arrival date.

### **How much is the resort fee?**

A daily discounted charge of \$19.00 per room plus tax will be applied for the hotel's resort fee. The resort fee covers wireless internet in guest rooms and meeting space, daily morning yoga, daily mixology class, in room coffee and tea, tennis court and equipment rental (one hour daily), bicycle rentals (two hours daily), and complimentary access to the fitness center.

### **How much should I tip hotel bell staff?**

Each guest will be charged a \$14.00 one-time portage service fee (this is separate from your room rate). Additional tipping is at your discretion.

### **How much should I tip housekeeping?**

A daily housekeeping gratuity of \$5.00 per room/per night plus tax will be added to your total room rate.

### **What ground transportation is provided to/from the hotel/airport?**

Health System 100 will provide complimentary transportation from Phoenix Sky Harbor International Airport (PHX) to The Phoenician on Saturday, October 9 and Sunday, October 10. We will also provide complimentary transportation to Phoenix Sky Harbor International Airport (PHX) on Wednesday, October 13.

### **What does the attendee fee include?**

The attendee fee includes all education sessions, conference materials, conference meals & receptions, coffee breaks, recreational outings, Rapid Antigen COVID-19 test and ground transportation to/from Phoenix Sky Harbor International Airport (PHX) on October 9, 10 and 13 only.

*\*It does not include travel, lodging and personal incidental expenses.*

### **What does the spouse fee include?**

The spouse fee includes all recreational activities, spouse activities, hosted receptions and dinners, Rapid Antigen COVID-19 and ground transportation to/from Phoenix Sky Harbor International Airport (PHX) on October 9, 10 and 13 only.

*\*It does not include travel, lodging and personal incidental expenses.*

### **What is the conference attire?**

#### **Meetings/Education:**

Business Casual

#### **Spouse Program:**

Resort Casual

#### **Socials:**

Resort Casual

### **Recreation:**

#### **Sunday, October 10**

- Sonoran Desert Hike: Casual attire, athletic closed toe shoes, hat, sunscreen, sunglasses
- 4x4 Desert Tour: Casual attire, closed toe shoes, hat, sunscreen, sunglasses
- Southwestern Cooking Class: Casual attire (on hotel property)



**Monday, October 11**

- Frank Lloyd Wright Taliesin West Architectural Tour (*Spouses Only*): Casual attire, comfortable walking shoes, hat, sunscreen, sunglasses

**Tuesday, October 12**

- Old Town Scottsdale Outing: Casual attire, comfortable walking shoes, hat, sunscreen, sunglasses
- Afternoon at the Pool: Pool attire, hat, sunscreen, sunglasses

**What is the average temperature during the conference?**

High: 86°, Low: 54°

**Does the hotel provide complimentary Wi-Fi?**

Wi-Fi in guest rooms, lobby and public areas is included in your resort fee.

**Does the hotel offer room service?**

In-room dining is available from 6:00 am – 10:00 pm daily.

**What are the spa hours in the hotel?**

The Phoenician Spa is open 7 days a week, 9:30 am – 5:30 pm. Please call (480) 423-2452 to book an appointment. Mention “Health System 100” to receive a 10% discount at the Spa.

**What are the Golf Course hours?**

The golf course will be closed for overseeing and maintenance.

**What are the fitness center hours?**

The fitness center is open daily from 6:00 am – 8:00 pm. Masks mandatory for non-vaccinated guests.

**Where do I park at the hotel?**

The resort offers on-site valet parking for \$33 per day/overnight. Self-Park is available for \$20 overnight.