



# TOP THINGS TO KNOW ABOUT THE NEIGHBORWORKS TRAINING INSTITUTE

**AUGUST 26-30, 2024**  
**PITTSBURGH, PA**


## VENUES

- 
- The venues are:
    - [David L. Lawrence Convention Center](#)
    - [Omni William Penn Hotel](#)
    - [Wyndham Grand Pittsburgh Downtown](#) (Sleeping Rooms Only)
    - [DoubleTree by Hilton Hotel & Suites Pittsburgh Downtown](#) (Sleeping Rooms Only)
    - [The Westin Pittsburgh](#) (Sleeping Rooms Only)
  - Shuttle service will be offered between the *David L. Lawrence Convention Center*, *Omni William Penn Hotel*, and *Wyndham Grand Pittsburgh Downtown*.


## REGISTRATION

- 
- The last day to make changes to your registration is **July 29, 2024**.
  - Name badges must be picked up at on-site registration and worn while on event premises for security purposes.
  - Print or download your personalized schedule from the [event platform](#).

## COURSES

- 
- Certificates are issued to participants who attend and complete 100% of the course.
  - Courses end at 1:00 p.m. on Friday only.
  - [Print or download](#) your course attendance certificates by **September 16, 2024**.


## MEALS

- 
- Breakfast, lunch, and dinner meals are on your own, with many food choices in and near the event venues.
  - We offer multiple coffee/beverage services throughout the day, including to-go snacks during the late morning and afternoon breaks. **Please be considerate of fellow participants!**


### BREAKS (SUBJECT TO CHANGE)

- | Monday                                     | Tuesday - Thursday        | Friday                    |
|--|---------------------------|---------------------------|
| • 7:00 a.m. to 8:15 a.m.                   | • 7:00 a.m. to 8:15 a.m.  | • 7:00 a.m. to 8:15 a.m.  |
| • 9:45 a.m. to 10:30 a.m. (Beverages Only) | • 9:45 a.m. to 10:30 a.m. | • 9:45 a.m. to 10:30 a.m. |
| • 11:30 a.m. to 12:30 p.m.                 | • 2:15 p.m. to 3:00 p.m.  |                           |
| • 2:15 p.m. to 3:00 p.m. (Beverages Only)  |                           |                           |

## TRAVEL AND LODGING

- 
- Hotels require incidental deposits of **up to \$60 per day/per person** for all guests.
  - Ensure event lodging and travel reservations match prior to arriving onsite. Schedule your return flight no less than 3 hours after your course end time, early departure from courses is not allowed.
  - If you have *Americans with Disabilities Act* requirements or accessibility needs, please notify us no later than **July 29, 2024**.

## COVID-19

- 
- The event [COVID-19 Policy Safety Protocols](#) have been updated.
  - Participants are encouraged to test 3 days prior to travel.
  - COVID-19 vaccination and masking are not required.

## CODE OF CONDUCT

- 
- Attendees are expected to adhere to the event [Code of Conduct](#) throughout their event experience.

## EVENT INFORMATION FOR ALL ATTENDEES

# NeighborWorks Training Institute

### *Travel and Logistics Guide*

Pittsburgh, PA | August 26-30, 2024

**45** YEARS



### **COURSE & LODGING LOCATIONS:**

NeighborWorks Training Institute (NTI) courses will be held at the following locations:

#### **David L. Lawrence Convention Center**

1000 Fort Duquesne Boulevard Pittsburgh, PA 15222 (412) 565-6000 <https://www.pittsburghcc.com/>

*\*Location of the On-site NeighborWorks Training Institution Registration*

#### Courses at this location:

Community Economic Development (ED), Financial Capability, Housing Education and Counseling (HO), Small Business Lending (LE), Nonprofit Management and Leadership (ML), Neighborhood Revitalization (NR) and the Symposium

#### **Omni William Penn Hotel**

530 William Penn Place, Pittsburgh, PA 15219 (412) 281-7100 <https://www.omnihotels.com/hotels/pittsburgh-william-penn>

#### Courses at this location:

Affordable Housing (AH), Asset Management (AM), Community Engagement (CB), Construction and Rehab (CP), and Rural Development (RD)

#### **Wyndham Grand Pittsburgh Downtown** *(Sleeping Rooms Only)*

600 Commonwealth Place, Pittsburgh, PA 15222 (412) 391-4600 <https://www.wyndhamgrandpittsburgh.com/>

#### **DoubleTree by Hilton Hotel & Suites Pittsburgh Downtown** *(Sleeping Rooms Only)*

One Bigelow Square, Pittsburgh, PA 15219 (412) 281-5800 <https://www.hilton.com/en/hotels/pitdtdt-doubletree-hotel-and-suites-pittsburgh-downtown/>

#### **The Westin Pittsburgh** *(Sleeping Rooms Only)*

1000 Penn Avenue Pittsburgh, PA 15222 (412) 281-3700 <https://www.marriott.com/en-us/hotels/pitwi-the-westin-pittsburgh/overview/?scid=f2ae0541-1279-4f24-b197-a979c79310b0>

**REGISTRATION  
CHECK-IN &  
BADGE  
PRINTING**

Check-in is required at the Registration Booths, located at the **David L. Lawrence Convention Center in the West Atrium, Third Floor** as follows:

- Sunday: 3:00 p.m. to 6:00 p.m.
- Monday through Thursday: 7:00 a.m. to 5:00 p.m.
- Friday: **Closed**

All attendees must check in at registration and receive an official event identification name badge. Wearing your badge is required for entrance into all event meeting spaces. You may be asked to show this identification to security throughout the event venues. Your event schedule, including your enrolled courses and classroom locations, is in the **YOURNTI SCHEDULE** section of the event virtual registration platform. Your event schedule will be updated with course room locations closer to the event start. To ensure timely course/activity arrival, we encourage you to print or have immediate access to your event course schedule to help direct you once you arrive on site.

**COVID-19 Policy and Safety Protocols:** *This event requires all attendees to agree to the event Health and Safety Protocols available on the event website. Wearing a mask will only be required if community levels of COVID-19 in the event location are high. It is recommended that attendees self-test or receive a PCR test 1-3 days before traveling to the event.*

**COURSES/  
LUNCH BREAK  
TIMES &  
MEALS**

**Courses begin and end promptly:**

- Monday through Wednesday: 8:30 a.m. to 4:00 p.m.
- Thursday: 8:30 a.m. to 4:30 p.m.
- Friday: 8:30 a.m. to 1:00 p.m.

**Lunch breaks:**

- Monday through Wednesday from 11:30 a.m. to 1:00 p.m.
- Thursday from 11:45 a.m. to 1:00 p.m.
- Friday no lunch break on this day

**Meals:**

The early morning breakfast is no longer offered, we now provide 3 coffee breaks throughout the day, with to-go snacks in the late morning and afternoon.

Monday through Thursday

Break Times:

- 7:30 a.m. to 8:15 a.m.
- 9:45 a.m. to 10:30 a.m.
- 2:15 p.m. to 3:00 p.m.

Friday Break Times

- 7:30 a.m. to 8:15 a.m.
- 9:45 a.m. to 10:30 a.m.

Breakfast, Lunch & Dinner are on your own, with many food choices in and near the event venues.

Certificates are issued only to participants who attend and complete 100% of the course. There are no exceptions to this policy. To better meet participant travel schedules, courses will end promptly at 1:00 p.m. on Friday. We recommend you not schedule your departing flight until 3 hours after your course end time.

We will not grant exceptions for early departures, 100% course completion is required. E-certificates will be available to download or print from the **YOURNTI SCHEDULE | MY COURSES** section of the event virtual registration platform after you have completed the course and by no later than the site closing date of

**September 16.**

**COMPLETION  
CERTIFICATES**

## ACCOMMODATIONS

- 1 Omni William Penn Hotel:**  
Check-in time is 3:00 p.m. & check-out time is noon.
- 2 Wyndham Grand Pittsburgh Downtown:**  
Check-in time is 4:00 p.m. & check-out time is noon.
- 3 DoubleTree by Hilton Hotel & Suites Pittsburgh Downtown:**  
Check-in time is 4:00 p.m. & check-out time is 11:00am.
- 4 The Westin Pittsburgh Hotel:**  
Check-in time is 4:00 p.m. & check-out time is noon.



For hotel services, business centers, fitness centers, or driving directions, please refer to the hotel's website.

*Incidental deposits are mandatory for all guests. The event hotels request that each hotel guest leave a deposit to cover incidental expenses (it is recommended that you use a credit card, although the hotel will accept a debit card). When using a debit card, your deposited funds may not be available to you for several days, depending on your bank's policies. Please check with your bank about their specific policies.*

**Omni William Penn Hotel:** \$50 per day/per person

**Wyndham Grand Pittsburgh Downtown:** \$50 per day/per person

**DoubleTree by Hilton Hotel & Suites Pittsburgh Downtown:** \$50 per day/per person

**The Westin Pittsburgh Hotel:** \$60 per day/per person

### **ACCESSIBILITY NEEDS**

If you have accessibility needs addressed by the Americans with Disabilities Act, please notify NeighborWorks one month before the event.

If you require medical supply rental information, please contact Visit Pittsburgh at (877) 568-3744. For mobility needs contact:

- **Scootaround**

info@scootaround.com  
Phone: 1-888-441-7575

- **Ritewaymobility**

service@ritewaymobility.com  
Phone: 1-724-407-0713

- **Mobilityworks**

<https://www.mobilityworks.com/>  
Phone: 1-412-799-6929

- **101 Mobility**

<https://www.101mobility.com/>  
Phone: 1-412-547-8582

### **CHANGES:**

Course changes can be made directly in the event virtual registration platform via the EXCHANGE TRAINING function until **July 29**. Courses on the same dates/times may be exchanged except for courses with special requirements and require attestation to the course requirements. To change into a Blended, or course with prerequisites or pre-assessments, contact Customer Response for assistance by calling 1-800-438-5547 or emailing nti@nw.org.

### **CHANGES, CANCELLATIONS & REFUNDS, SUBSTITUTIONS**

Attendees are responsible for arranging and paying for their medical supplies, mobility aids, and equipment. For Pittsburgh Airport-specific needs, please visit <https://flypittsburgh.com/>.

**CANCELLATIONS|REFUNDS:**

The last day to cancel from the event and receive a refund is **July 29**. After this date, refund requests will not be honored.

NeighborWorks America reserves the right to cancel any course at any time. If your course is canceled, you may choose another course or request a tuition refund. Other than refunding your tuition, NeighborWorks America is not liable to you for any other damages, including, without limitation, any obligation to provide a refund for any travel and/or lodging costs associated with attending any NeighborWorks event or other direct, indirect, or consequential damages.

**SUBSTITUTIONS:**

Will not be permitted for any reason for this event.

***INFORMATION FOR NON-NETWORK PARTICIPANTS FROM ORGANIZATIONS OUTSIDE THE NEIGHBORWORKS NETWORK***

**TRAVEL**

Participants are responsible for making their travel arrangements.

**ACCOMMODATIONS**

If NeighborWorks does not cover your lodging, you will be wable to make your lodging reservation at our institute hotels. A block of rooms are available at the venues listed below. To guarantee a room at the special rate, reservations must be made by **August 5** -rooms are available on a first-come, first-served basis. Call the hotel or make your reservation online via the web links below:

**Wyndham Grand Pittsburgh Downtown**

(412) 281-7100

*The rate is \$136\* single occupancy per night plus applicable taxes;*

\_\_\_\_\_  
\_\_\_\_\_

*\*Hotel rates are subject to change without notice.*



**INFORMATION FOR SCHOLARSHIP  
AWARDEES  
AND/OR SPECIAL MEETING GUESTS**

**SCHOLARSHIP RECIPIENTS** Most scholarships (non-transferable) cover lodging and tuition only. Please carefully review your event confirmation email for the specifics related to your scholarship package. You will also find this information in the event virtual registration platform under the **YOUR NTI SCHEDULE** page. Please review this page carefully for awardees receiving lodging and/or travel to confirm your check-in and check-out dates and instructions for booking your travel, if applicable. Hotel assignments will be posted to your virtual schedule by no later than **August 6**. If hotel reservations were confirmed on your behalf by NeighborWorks and you did not cancel and did not show up at the event, the hotel will assess a “no-show” charge. Failure to check into the hotel on the confirmed date may also cancel your reservation.

Note that reinstatement of a no-show reservation is not guaranteed and will be based on hotel availability. As a reminder, if you encounter travel delays/cancellations i.e., a flight cancellation or significant delay) that will impact your arrival at the training event, you must notify us at: [nti@nw.org](mailto:nti@nw.org), [TrainingEvents@nw.org](mailto:TrainingEvents@nw.org) or call (800) 438-5547.

Please do not contact the hotel directly. This will help us ensure you will avoid being considered a no-show. Please contact us if you have any questions or concerns regarding this topic or other travel issues. Scholarship awardees who NO SHOW without a valid reason will become ineligible for future scholarships for at least 12 months.

**Certain special meetings, scholarships, and registration packages** include travel arrangements processed through the NeighborWorks Travel Account. If your registration package or scholarship indicates that you are approved for travel on the NeighborWorks account, please contact Direct Travel by **July 29** and book your travel on our account. Contact Direct Travel at 1-866-492-9834 during business hours from Monday to Friday between 9:00 AM – 5:30 PM EST or e-mail [nwanc@dt.com](mailto:nwanc@dt.com) to make your arrangements. Do not contact Direct Travel after business hours, during the weekend, or on holidays unless it is an emergency. Arrange your travel no later than **July 29** to book your fare. Direct Travel charges a fee to process ticket changes, and there could be fare increases if changes are requested after the original ticketing, so please plan accordingly. The traveler is responsible for those fare changes, not NeighborWorks America. We recommend you not schedule your departure until 3 hours after your course end time. Exceptions to the 100% Course Completion Policy will not be granted or considered due to early scheduled flights.

**SPECIAL TRAVEL NOTICE**



**INFORMATION FOR NETWORK PARTICIPANTS  
FROM ORGANIZATIONS WITHIN THE  
NEIGHBORWORKS NETWORK**

**ACCOMMODATIONS**

**If you registered under the NETWORK MEMBER LODGING BENEFIT package, please do not make a separate hotel reservation, as NeighborWorks America already has you included on the master guest room block.** As a network member lodging benefit package participant, your lodging costs are covered in full for the reservation nights made by NeighborWorks America.

If the Network Member Lodging Benefit packages were sold out or you registered under the Network Member NO Lodging Needed package, and are responsible for making your own lodging arrangements, please see the ACCOMMODATIONS section instructions for how to make your lodging reservation at the event group rate at one of the event hotels.

Please review YOUR NTI SCHEDULE in the event virtual registration platform for your assigned hotel and dates to ensure that you arrive and depart on the dates scheduled and notify us in advance if your travel plans change. Hotel assignments will be posted to your virtual schedule by no later than **August 6**. Failure to check into the hotel on the confirmed date is considered a “no-show” and may lead to your hotel reservation being canceled.

If hotel reservations were confirmed on your behalf by NeighborWorks and you did not cancel and did not show up at the event, the hotel will assess a no-show charge, which will then be billed to your organization.

Note that reinstatement of a no-show reservation is not guaranteed and will be based on hotel availability.

As a reminder, if you encounter travel delays/cancellations (i.e., a flight cancellation or significant delay) that will impact your arrival at the training event, you must notify us at: [nti@nw.org](mailto:nti@nw.org), [TrainingEvents@nw.org](mailto:TrainingEvents@nw.org) or call (800) 438-5547.

Please do not contact the hotel directly. This will help us ensure you will avoid being considered a no-show.

Please contact us if you have any questions or concerns regarding this topic or other travel issues.

Lodging cancellations must be made by **July 29**.

**TRAVEL**

Travel is not covered for Network Member course registrants.



## LOCAL TRANSPORTATION

Pittsburgh International Airport (SFO) (About 30 minutes to the hotels)	For information, visit <a href="https://flypittsburgh.com/">https://flypittsburgh.com/</a>		
Amtrak Rail Service	See <a href="http://www.amtrak.com">www.amtrak.com</a> for details. The nearest Amtrak station is located in Pittsburgh, PA, approximately 1-5 minutes to the hotels by taxi.		
PARKING AT:	Guest Self-Parking The fee is charged to the room (with in/out privileges)	Guest Valet Parking The fee is charged to the room (with in/out privileges)	Visitor (with in/out privileges)
<b>David L. Lawrence Convention Center</b>	N/A	N/A	N/A
<b>Omni William Penn Hotel</b>	\$20.00*/day no in and out privileges	\$45.00*/day	\$45.00*/day
<b>Wyndham Grand Pittsburgh Downtown</b>	N/A	\$43.00*/day	\$43.00*/day
<b>The Westin Pittsburgh Hotel</b>	\$28.00*/day	\$41.00*/day	\$41.00*/day
<b>DoubleTree by Hilton Hotel &amp; Suites Pittsburgh Downtown</b>	N/A	\$36.00*/day	N/A
*RATES ARE SUBJECT TO CHANGE WITHOUT NOTICE/PLUS TAX			

## IMPORTANT DATES TO REMEMBER

	Non-Network Deadline	Network Deadline	Scholarship Recipient Deadline
<b>Travel Arrangements</b>	N/A	N/A	July 29 (Refer to Award Notice)
<b>Hotel Changes</b>	N/A	July 29	July 29 (Refer to Award Notice)
NeighborWorks America –Training (800) 438-5547 ▪ <a href="mailto:nti@nw.org">nti@nw.org</a> ▪ <a href="http://www.NeighborWorks.org/training">www.NeighborWorks.org/training</a>			

