

<p style="text-align: center;"><b>Frequently Asked Questions for the 2008 DGE Seminar Concerning Registration, Travel and Hotel Accommodations</b></p>
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## **GENERAL QUESTIONS**

### ***I haven't received any information yet. When will it be sent?***

All DGE packets were mailed by December 27, 2007. Most packets were sent via Air Mail. If you have not received your DGE Registration Packet, you may download a copy from the Leadership Website. If you would rather receive the DGE Registration Packet by mail, please send your name, district and your mailing address to: [registration@lionsclubs.org](mailto:registration@lionsclubs.org)

### ***I have returned my DGE Registration and Travel form, but I have not received a confirmation yet. When will I receive my confirmation?***

The DGE Registration and Hotel confirmations will be sent in mid-April 2008. Due to the large volume of forms, we are unable to acknowledge each form received. If you are in the US/Canada, Tower Travel will contact you via email to present your airline tickets before issuance. If you have not heard from Tower Travel by March 31, 2008, please contact [travel@lionsclubs.org](mailto:travel@lionsclubs.org).

### ***I am bringing additional family members or friends and need an additional room at the DGE Hotels in Pattaya and/or Bangkok. How do I register the additional guests and if needed, reserve another room?***

You may register additional guests by using the Convention Registration form. Please include the Convention Registration form for your guests along with your DGE Registration and Travel form when you turn it in to LCI. For additional forms, check the Convention page of the LCI Website.

Hotel rooms are limited at all of the DGE hotels. Additional rooms are assigned on a first-come, first-served basis. Payment of the deposit of **US \$150** per room (US\$350 per suite) **at each hotel** (Pattaya and Bangkok) must be **paid in advance** to LCI in order to reserve a hotel room for additional guests.

### ***I need assistance. My spouse cannot attend (or I don't have one). Can I bring someone else instead of my spouse and will LCI pay?***

Board policy allows for travel reimbursement for DGE's and spouse only - and such compensation is not transferable. However, the following provisions can be made and, will hopefully, be of assistance:

- DGE accommodations are suitable for double occupancy; one guest is allowed to stay in the same room at no additional charge.
- LCI will provide a complimentary ticket for one guest to accompany the DGE to the Commencement Banquet.
- Bangkok airport/hotel transfer tickets can be purchased at a reduced cost for anyone traveling with a DGE. Round trip airfare to Bangkok, however, will not be reimbursed.

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***When I arrive, how do I get from the airport to the hotel?***

LCI will arrange bus airport/hotel transfers based on your flight itinerary if it is provided to LCI by the due date of April 15, 2008. Transfer passes will be included in the confirmation mailing to be sent in mid-April. Transfer passes are complimentary for DGEs and one guest. Additional round-trip transfer passes may be purchased from LCI for **US\$50** per person.

***What if my arrival date in Thailand is earlier than June 17?***

Please provide your itinerary to LCI. We will advise you if we cannot provide transportation if your dates are too early (or too late).

**TRAVEL RELATED QUESTIONS**

***What airline will we use?***

Tickets will be issued using the lowest logical standard and discounted economy class fare for the period of travel.

***Can I do my own ticketing and use my own travel agency?***

Tickets issued by Tower Travel will be billed directly to LCI. For DGEs outside of the US/CN, LCI will either reimburse the DGE or their travel agency directly for their fare up to the maximum amount per person with proper documentation.

***When will I be reimbursed for my ticket?***

If you booked your own ticket, then you must submit a copy of your round trip itinerary and proof of payment in order to be reimbursed.

If you are using a travel agency, your agency should submit an invoice along with a copy of your round trip itinerary directly to [travel@lionsclubs.org](mailto:travel@lionsclubs.org) for reimbursement. Reimbursement will be sent approximately two weeks after receipt of your trip itinerary and proof of payment or invoice.

***When / how will I get my ticket?***

For US/Canada DGEs, electronic tickets (e-tickets) will be issued via e-mail. If you do not have e-mail, the itinerary will be mailed or faxed.

***When should I depart from home?***

The approved arrival date in Thailand for all DGE's is Tuesday, June 17, 2008. Your departure date is determined by the flying time required to travel from your starting airport to arrive in Bangkok on June 17.

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***What if I want to take a trip before or after the event?***

If you wish to add a side trip, you will be responsible for all costs above the roundtrip fare to Bangkok. DGEs from the US/Canada may use Tower Travel or Pacific Holidays to book your side trip; both are approved LCI travel agencies.

***Will LCI pay for my spouse?*** Yes, the only exception is if a district was below 35 clubs/1,250 members as of June 30, 2007 or is a provisional district.

***If my district is below 35 clubs/1,200 members will LCI ticket my spouse?***

Yes, a credit card is required at time of booking to pay for the cost of your spouse's ticket.

***What if the district shows a marked improvement in membership growth before we leave?***

Membership figures are reviewed once a year. For the 2008 DGE Seminar, LCI is using the figures as of June 30, 2007.

Districts below 35/1250 over 2 years and provisional districts showing a marked achievement in net membership gain in a full fiscal year will have the transportation expenses for the spouse of that year's district governor to attend the DGE Seminar and the international convention reimbursed as a special recognition of efforts for that fiscal year in retention of members as the first step toward membership growth.

You must keep all receipts for reimbursement purposes. If your district does show a marked improvement, you may submit your receipts for your spouse's travel for review after June 20, 2008.

***If I pay, will LCI ticket my children, friends, and relatives?***

Yes, Tower Travel will be happy to assist with ticketing for family and friends. A credit card number is required at the time of booking.

***Does LCI pay for upgrades if it is because of a medical condition?***

No. If you would like to upgrade your flight you will be responsible for any costs incurred, including co-pays, service fees and mileage charges assessed by the airline, above the maximum fare allowed per person. Should you have any questions regarding the availability of upgrades as well as the upgrade process or wish to use frequent flier miles, you should check with your travel agency or the appropriate airline's frequent flier department.

***If I do not have a passport, should I send the Registration & Travel form in or should I wait until I have the passport?***

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The completed form should be returned to LCI by January 15, 2008. You can submit your passport information by fax or email at a later time. The airlines require this information in your reservation prior to your travel departure date.