



LAMBDA CHI ALPHA

Know Before You Go

Hotel Information

[Indianapolis Marriott Downtown](#)

350 W Maryland St, Indianapolis, IN 46225
(317) 822-3500

Travel Information and Arrival Times

All participants should arrive at the Indianapolis Downtown Marriott no later than 5:00 p.m. EST Thursday, January 5, 2023. If you are flying into the Indianapolis Airport, please make sure your arrival time is no later than 3:00 p.m. ET. Registration opens at 12:00 p.m. ET and the optional first event begins at **4:45 p.m. EST** with transportation to the Office of Administration Tour & Reception. Travel to and from the airport is not provided at this year's conference. Participants should plan to use one of the following options:

- **Flying:** All participants flying to Indianapolis for the 2023 High Alpha Summit & Neville Advisors College are responsible for their own transportation to and from the airport. Please plan to use Uber, Lyft, or another ride share service to the hotel from the airport.
- **Driving:** For participants driving to the Indianapolis Downtown Marriott, please use the address listed above. Parking for the event is located at the hotel and is \$25 per night. You are responsible for paying for your parking.
- **Departure:** You may depart the hotel on Sunday morning, January 8, 2023. Checkout is 11:00 a.m. EST. Participants flying out of Indianapolis should plan to use a ride share from the hotel to the airport. It is recommended that you arrive at the airport two hours prior to your departure time.

Travel Support

Your Chapter Coach is your first point of contact if you experience travel delays. Your Coach has or will text and email you with their primary contact information. If you experience problems while traveling, please immediately give them a call. We will work with you to ensure your safe arrival. In anticipation of travel delays, you may want to keep all essentials (e.g., medications, toiletries, travel documents, etc...) in your carry-on, along with a couple snack bars. If you do not know who your Coach is or are having difficulty contacting them, please reach out to Director of Chapter Support & Wellness, Jessie Ashton at (949) 689-8793 with your name and chapter.

Flight Conflicts: Canceled, Delayed, or Stuck in connecting city.

1. Notify your Chapter Coach.
2. Be prepared to multitask.
3. Whether you are dealing with an agent in person or over the phone, how you approach things can make a difference. Positive and calm approach is key.
4. First come, first served. Be attentive to flight status on the way to the airport. Tackling the problem in advance can make a difference, especially when multiple people from the same flight need accommodations. Downloading the apps for your airline can be helpful in watching this. Additionally, many airlines do text alerts if you sign up.
5. Ask airline personnel the reason for the delayed or canceled flight.

- a. Understanding the situation can you give context of what you can do in the situation based on airline terms & policy
6. Call Airline customer service or Reservations support (see chart below).
7. Check Airline app for alternative flights (view options while waiting in line, or when on hold)
 - a. Option 1: check “change flight/Alternative flights” under boarding pass page
 - b. Option 2: Look for flights to your destination in search page.

What to do if you cannot fly out until the next day and you are not in your home city?

- Notify your Chapter Coach
- Ask the airline to cover for hotel room or give you a hotel voucher. They might do it; they might not. They are less likely to accommodate for weather-related delays than if the problem is a mechanical issue with the plane or staffing issues. Ask and advocate for yourself—be kind and gracious—that helps.
- What you might get depends on the airline itself and the specific circumstances on why a flight was canceled. Never hurts to ask.
- Remember that you are not in this alone. Office of Administration team will help to take care of you!

Airline Customer Service / Reservations Line

Airline	Customer Support	HRS (EST)	
Air Canada	1 (888) 247-2262	24 Hours	Customer Support
Alaska Airlines	1 (800) 252 - 7522	24 Hours	Travel Advisories Flight Canceled
Allegiant	1 (702) 505-8888	24 Hours	Flight Disruption FAQ
American Airlines	1 (800) 433-7300	24 Hours	Delayed or Canceled Flights
British Airways	1 (800) 247-9297	7am – 1am	Help With Delays, Cancellations & Refunds
Delta	1 (800) 221-1212	24 Hours	Rebook your flight
Frontier Airlines	1 (801) 401-9000	24 Hours	Contact Us
Hawaiian Airlines	1 (800) 367-5320	24 Hours	Flight Delays, Changes, & Cancellations Policy
Jet Blue	1 (800) 538-2583	24 Hours	Delays, Cancellations, & Scheduled Changes
Southwest	1 (800) 435-9792	24 Hours	Reservation and Baggage
Spirit Airlines	1 (855) 728-3555	24 Hours	Spirit Airlines Support
United	1-800-864-8331 (Press 3 for existing reservation)	24 Hours	Schedule Change Policies

Checked-in Bags

- Avoid arriving late to airport to prevent delayed baggage.
- Tip: Place checked bag tracking label on the back of printed boarding pass. (Incase phone dies, and you need to track bags)
- Keep checked bag receipt/slip

Transportation Security Administration (TSA)

- [Link: Travel Check List](#)
- [Link: Identification guidelines](#)
- [Link: What can I bring on flight?](#)
- [Link: Liquid Rule](#)

Lost/Delayed Baggage

Airline	Customer Support	HRS (EST)	Useful Links
Air Canada	1 (888) 247-2247	24 Hours	Delayed or Damaged Baggage
Alaska Airlines	1 (877) 815-8253	9am – 1am	Baggage Issues
Allegiant	Live Chat Link	24 Hours	Allegiant Baggage Policy
American Airlines	Contact American A. Scenario Based	24 Hours	Delayed or Damaged Bags
British Airways	1 (800) 828-8144	7:30 am – 11pm	Delayed, Lost, and Damaged Baggage
Delta	1 (800) 325-8224	8am – 7pm	Delayed, Lost or Damaged Baggage
Frontier Airlines	(801) 401-9000 Say "baggage"	24 Hours	Baggage Support - Must make claim within 4 hours of flight landing.
Hawaiian Airlines	1 (866) 389-6654	8am – 6:30am (HST)	Delayed or Damaged Bags
Jet Blue	1 (800) 538-2583	24 Hours	Contact us - Main page
Southwest	1 (800) 435-9792	24 Hours	Reservation and Baggage
Spirit Airlines	1 (855) 728-3555	24 Hours	Spirit Airlines Support
United	1 (800) 335-2247	24 Hours	Issues with your checked bags

Onsite Check-In

As soon as you arrive, please check-in at the Lambda Chi Alpha registration desk located on the second floor of the Marriott at Registration 1. At the registration desk you will receive your conference materials and other important information for the event. You also will be given your name badge, which is required for admittance to all programs and meal functions. After checking-in for the conference, you may check into the hotel. Hotel check-in will occur in the main lobby.

Regarding Incidentals

Student attendees will not be required to present a credit card upon check-in and no room charges will be allowed. Non-student attendees will be required to present a credit card upon check-in. A one-time deposit will be charged and can be refunded after check-out.

Conduct

We expect that your conduct will reflect the values and ideals of Lambda Chi Alpha. All attendees will respect the property, other attendees, and the nature of the event. All attendees are expected to follow all state, local, and federal laws. Any violation may result in expulsion from the property and/or event.

Conference Attire

Participants should dress in business casual attire (i.e., dress pants and a collared shirt or polo) for the duration of the event. Saturday night's banquet is business professional (i.e., coat and tie). As always, we ask that you keep in mind that you are always representing Lambda Chi Alpha and your chapter.

Basic Event Schedule

A schedule of the event will be provided in your conference materials and is also accessible via our [conference website](#).

Conference Pre-Work

Prior to arriving in Indianapolis, all attendees are required to complete the High Alpha "Leading Teams" track from the newly launched Leadership Skills Certification Academy. Consider taking time to complete the entire High Alpha track before attending HASNAC. This will allow you to apply the knowledge you learn from Leadership Skills throughout the weekend. This program will only take a matter of hours to complete. [Access your pre-work here](#).

Brothers who complete the pre-work prior to the first day of the conference will receive:

1. A custom Lambda Chi lapel pin
2. A commemorative beanie hat

Blood Drive

As part of our partnership with the American Red Cross, Lambda Chi Alpha is sponsoring a blood drive at the 2023 High Alpha Summit & Neville Advisor's College. This event supports our teachings to be servant leaders in our communities. If you are interested in donating, please register on the Red Cross website as soon as possible as there are only 48 donation times available.

[Lambda Chi Alpha Red Cross Blood Drive](#)

1-6 p.m. on Saturday, January 7, 2023
Indianapolis Marriott Downtown
Marriott 7
All HASNAC Participants May Register to Donate

Professional Headshot

Did you know? The High Alpha Summit and Neville Advisor's College are supported by donations made to the Lambda Chi Alpha Educational Foundation. You can help show appreciation to our alumni donors by recording a thank you message for our HASNAC Donor Thank You Video! As a thank you for submitting your video, the Foundation will provide **free professional headshots on Saturday, January 7, from 2:00-6:00 p.m.** To claim your headshot, [submit your video clip](#), and then visit the Foundation table outside Marriott 5-6. You will receive a link to find and download your headshot once it has been edited. A professional headshot shows that you take your career and undergraduate studies seriously. You can post your headshot to your LinkedIn profile or other social media for a polished look and great first impression. Your video may also be shared with alumni from your chapter or on our website and social media channels! Email Katie Kowalski, Engagement Officer, at kkowalski@lambdachi.org with any questions about how your video will be used or how to claim your headshot.

Urgent Questions or Concerns

If you have an urgent question or concern during the conference, please contact:

Director of Learning Alyssa Gilles at conferences@lambdachi.org