

A higher level of engagement.



**FACE** } TO { **FACE**

**CAI Annual Conference & Exposition  
April 29–May 2, 2015 | Caesars Palace Las Vegas**

# FACE } TO { FACE



## **net·work·ing {noun} :**

**the exchange of information or services among individuals, groups or organizations to cultivate productive relationships for employment or business**

Networking is all about making and building connections, and the CAI Annual Conference and Exposition is all about networking. Not only the social networking of texting, tweeting, blogging and posting, but the kind of networking that technology can't replace—face to face. In real time. With real people. It's the kind of networking that builds personal and professional relationships—the kinds of connections that help you and your communities succeed.

## DEAR CAI MEMBER:

Texting, talking and tweeting are all great ways to stay in touch, but nothing compares to face-to-face interaction. The best way to meet people, build deeper connections with colleagues and strengthen peer networks is through real interaction. And the best place to interact with your community association peers is at the CAI Annual Conference and Exposition.

The Annual Conference is the most important event of the year for community managers, management company executives, community association homeowner leaders and service providers. Held at Caesars Palace Las Vegas April 29–May 2, the event offers practical strategies to save time and money, unparalleled networking opportunities and the latest innovations from product and service providers.

Bring a higher level of engagement to your personal and professional network and meet face to face at the Annual Conference. Register by March 25, and you'll save \$50. And be sure to plan your travel arrangements so you can join us at the welcome reception on Wednesday evening.

I look forward to seeing you in Las Vegas.



Thomas M. Skiba, CAE  
Chief Executive Officer

### Conference Benefits

- Full pre-conference professional development program, including eight courses and the CMCA Exam
- Robust education program featuring four tracks and 26 sessions
- Industry experts sharing practical strategies and tactics
- State-of-the-art exposition spotlighting leading product and service providers
- Continuing education credit for professional certifications and redesignations
- Diverse networking program for connecting with colleagues and sharing ideas

SHARE YOUR ANNUAL  
CONFERENCE  
EXPERIENCE,  
INSPIRATION AND IDEAS

 on Twitter @CAIsocial  
(use #CAI2015)

 on Facebook.com/  
CAIsocial

# Education Program

There's a world of information right at our fingertips, but when information is combined with personal experience, it's transformed into knowledge. Four tracks and 26 sessions let you pick and choose an educational program that provides the wisdom you need to navigate your unique challenges. And the face-to-face interaction with presenters enriches your learning experience by allowing you to ask questions and get the answers you need to address your individual circumstances.

## EDUCATION TRACKS

### Business Practices/Technology

Discover the most successful approaches for the most favorable outcomes.

### Legal/Legislative

Hear from top experts in the profession on up-to-the-minute legislative issues.

### Professional Development

Learn the factors that drive success and raise performance in your job, your career and your company.

### Trends

Find out what's happening in community associations today and what's on the horizon.

## HOMEOWNERS AND INTERNATIONAL PARTICIPANTS

Look for the icons on the following pages to find the most valuable education sessions for you.



Recommended for Homeowner Participants



Recommended for International Participants



## Earn Credits

Continuing Education Units (CEUs) for professional certifications and redesignations are awarded for attendance at the Annual Conference.

Visit [www.caionline.org/education](http://www.caionline.org/education) for more information.

### Certified Manager of Community

**Associations (CMCA):** 1 day=6 CEUs; 2 days=12 CEUs; 3 days=15 CEUs

*CMCA is administered by Community Association Managers International Certification Board (CAMICB) ([www.CAMICB.org](http://www.CAMICB.org))*

### Professional Community Association

**Manager (PCAM):** Annual Conference presentation=10 CEUs

*Annual Conference attendance earns 10 points for the PCAM application and satisfies continuing education requirements for PCAM recertification.*

### Association Management

**Specialist (AMS):**

1 day=6 CEUs; 2 days=12 CEUs; 3 days=15 CEUs

### Large-Scale Manager (LSM):

Annual Conference attendance earns 10 points for the LSM application; LSM redesignation requires attending at least one Annual Conference to earn 15 points.

### Community Insurance and Risk

**Management Specialist (CIRMS):** Annual Conference presentation=10 CEUs

*Annual Conference attendance earns 10 points for the CIRMS application and 10 points for CIRMS renewal.*

# Keynote Speakers | General Sessions



## **JOSEPH QUITONI**

### **Business Results Through World-Class Customer Service**

Thursday, April 30 • 10:30 a.m.–12:15 p.m.

Leaders in the community association field recognize exceptional customer service skills are needed for success. As corporate director of culture transformation for The Ritz-Carlton Leadership Center, Joseph Quitoni is an expert in driving and improving employee engagement. His presentation will teach you how to raise service excellence to the highest levels by fulfilling the expressed and the unexpressed wishes and needs of your clients. You'll be introduced to the skills needed for authentic customer engagement and learn about the importance of personalized experiences that surprise and

delight clients and impact your bottom line.

Joseph has more than a decade of service with The Ritz-Carlton Hotel Company and received their Human Resources Award of Excellence two times for his outstanding work performance. He holds a graduate degree in industrial/organizational psychology and is passionate about motivating others and understanding what drives human behavior in the workplace.

## **STEVE RIZZO**

### **SHIFTing Focus for Greater Success**

Friday, May 1 • 10:30 a.m.–12:15 p.m.

Renowned motivational speaker and comedian Steve Rizzo will give you methods for improving opportunities and gaining skills to get to a better place at work and in your personal life. Affectionately known as the "Attitude Adjuster," Steve will show you how to shift your focus and develop a healthy attitude toward the daily challenges you confront. With his unique and entertaining style, he'll demonstrate proven techniques for using your sense of humor as a tool to control negative emotions and overcome obstacles to success, happiness and inner peace.

Steve is the author of *Get Your SHIFT Together: How to Think, Laugh and Enjoy Your Way to Success in Business and in Life*. His popular special on the Public Broadcasting Service brought him into millions of homes, and he was inducted into the Speakers Hall of Fame, an honor bestowed on fewer than 200 speakers worldwide since 1977. In addition, he was chosen as a Showtime Comedy Club All-Star.



# BUSINESS PRACTICES/TECHNOLOGY

## **The World is Changing: Time to Embrace New Work Behaviors**

The world is changing at an unprecedented pace, and the way we've worked previously might not allow us to keep up. This session will focus on the new behaviors and habits needed to be successful, including thinking and seeing differently, generating value within an organization, creating balance and managing through change.

Kregg Hale, 1st One Hundred, Las Vegas, NV

## **How to Assist Hackers and Identity Thieves**

This session will reveal how associations and their employees unwittingly provide hackers access to their systems and information. You'll learn how passwords are bypassed; how hackers access bank and cloud services; and how potential employees, tenants and owners work around background checks. Specific techniques will be demonstrated as will actions you can take to make your system less vulnerable.

Harold McFarland, Pellegrino Honick McFarland & Miller PA, Sarasota, FL

## **If Your Company Went to the Technology Doctor, Would It Pass Its Checkup?**

Has your company held off on recent technology investments? Does it typically shy away from adopting new and empowering technological trends for fear of the unknown? If so, you're not alone. This session will explain why, instead of avoiding new automation, you need to be driving its development to suit your needs and deliver better service to your community.

Stephen R. Gothard, Advanced Technology Group, King of Prussia, PA;  
Ashish Patel, Pitera Software, Nasua, NH

## **Engage Your Top Talent: Preparing Community Managers for Your Leadership Team**

The best community association managers have skills that make them great at their jobs, including organization, project management and the ability to get things done. Transitioning to a leadership role, however, requires a different perspective and different skill set. This session will highlight best practices for developing talent and creating a model for success.

Debra A. Warren, CMCA, PCAM, Associa, San Rafael, CA



## **HOAs and Historic Preservation: Perfect Together**

The Oak Hills Planned Unit Development (PUD) in Beaverton, Ore., represents the first 1960s HOA-governed PUD to be listed in the National Register of Historic Places and will serve as a case study for exploring the role HOAs can have in historic preservation at the local, state and federal levels. This session will review some of the regulations that may apply to these properties as well as some of the potential tax benefits.

Kirk Ranzetta, URS, Portland, OR

## **Using Technology to Be More Human**

Today's technology can seem dehumanizing to many residents. This session will present ideas for using modern communication techniques to make people feel closer and more human.

Robert Garcia, BuildingLink, New York, NY



## LEGAL/LEGISLATIVE



### Federal Legislative and Regulatory Update

This session will update you on critical changes to laws and regulations affecting community associations, including mortgage finance, telecommunications, national flood insurance and Federal Emergency Management Agency rules that define how community associations are recognized and treated.

### Regulating Community Associations: Legislative Issues from Around the Country

CAI reviewed hundreds of bills in 2015 that could impact community associations. In this session, you'll hear about trends, unique cases and CAI's policy positions that help steer legislation for community associations and professional management.

### Legal Trends Managers Can't Ignore

Across the country, there are developing legal trends that every manager needs to understand. Presented by members of CAI's College of Community Association Lawyers, this session will discuss trends and share the specific actions a great manager needs to take to avoid potential liability.

Scott Carpenter, ESQ.\*, Carpenter, Hazlewood, Delgado & Bolen PLC, Tempe, AZ; Lincoln Hobbs, ESQ.\*, Hobbs & Olson LC, Salt Lake City, UT

### What's Going on Around the World: Amazing Communities and Model Professional Community Associations Management

During this fast-paced session, leaders from around the globe will engage and entertain you in a discussion on extraordinary communities and professional community management trends around the globe.

### Hey Dude, Don't Bogart My Doobie: Restricting Medical Marijuana in Common-Interest Developments

Twenty-three states and Washington, D.C., have adopted medical marijuana laws. Can a homeowners association use ordinary nuisance restrictions to prohibit or limit the use of marijuana? Does the asserted medical need qualify as a disability requiring compliance with federal or state fair housing laws? How are municipalities addressing problems with marijuana and can associations take similar actions? This session will address these issues and more.

A. Patrick Muñoz, ESQ., Rutan & Tucker, Costa Mesa, CA; Thomas M. Ware II, ESQ., Kulik, Gottesman & Siegel LLP, Sherman Oaks, CA

### I'm the Association! How to Handle Overbearing Board Members

Associations sometimes contend with board members who believe they're in charge, taking action without full board approval, interrupting meeting discussions and excessively imposing their will. Overbearing members can cause a host of issues that affect the working dynamics of the board. This session will discuss the definition and pitfalls of overbearing board members and offer solutions for how boards can overcome the problem.

Augustus H. Shaw IV, ESQ.\*, Shaw & Lines LLC, Phoenix, AZ

### Keep Engaged

The practical skills and professional insights you gain at the Annual Conference can keep your higher level of engagement thriving all year long. Don't leave the learning behind!

Be sure to visit the CAI Press bookstore for a full selection of the very best resources available for volunteer leaders, association managers and other industry professionals. You'll find take-home solutions to issues in your community and reference materials to keep you up to date on community association trends. Spend \$100 or more at the bookstore and we'll ship your purchases home for FREE! (Free shipping to the 48 contiguous states only. International shipping available at cost.)

# PROFESSIONAL DEVELOPMENT



## Reputation Management for Community Association Leaders

When a single tweet can topple the most powerful CEOs, when collecting followers on Facebook leads directly to increased sales and when “trending” can affect public perception, reputation management can’t be ignored. This session offers insights into the importance of social media participation and provides real, actionable solutions for leveraging social media to protect—and enhance—your and your association’s reputations.

Laura Stocker, Tin Cans Unlimited, Cleona, PA

## Increasing Manager Professionalism: The Five C’s

As the profession continues to mature and be recognized across the country and internationally, community managers increasingly need advanced-level skills. In this interactive session, four senior-level leaders will share examples, ideas and approaches to the five C’s of increasing manager professionalism: communication, confidence, critical thinking, collaboration and creativity. Come ready to listen and share your own ideas and questions on the methods and techniques of taking manager professionalism to the next level.

Vanessa Dreyer, PCAM, FirstService Residential, Scottsdale, AZ; James Magid, CMCA, LSM, PCAM, FirstService Residential, Eatontown, NJ; Gregory G. Smith, CMCA, AMS, PCAM, Associa Northern California, Stockton, CA; Jessica Towles, CMCA, AMS, PCAM, Mundelein, IL

## Ignite: Entertaining Enlightenment in a Flash

This popular session gets creative using Ignite—multiple, short presentations in which speakers get five minutes to make their point in a focused, interesting way. Ignite presenters share personal or professional lessons, tips and insights, using 20 slides that auto-advance every 15 seconds. Reflecting the Ignite motto of “Enlighten us, but make it quick,” this session features 10 unique presentations.

## Rehabilitating the FrankenBoard: The Manager as Psychoanalyst

Some board members seem to be monsters, but are they simply misunderstood? Were they never told what was expected of them? Managers can do a lot to instill positive and healthy values in volunteer leaders, and there are many ways in which unhealthy and destructive values can be identified before causing negative community governance. In this session, you’ll learn to identify warning signs and steer volunteers in healthier directions.

Kelly G. Richardson, Esq.\*, Richardson Harman Ober PC, Pasadena, CA



## Eat the Frog First: How to Avoid Procrastination and Master Time Management

If the first thing you do each morning is eat a live frog, you can go through the day with the satisfaction of knowing it’s probably the worst thing that’s going to happen to you all day! Procrastination is a human tendency; you have to learn how to get the job done. In a manager’s world, the day can change in a second. This session will teach you how to do your job and have more time for yourself.

Cyndi Koester, CMCA, AMS, PCAM, Sunwest Bank, Irvine, CA



## Happiness: Becoming a Remarkable Leader

This interactive session will examine five skills necessary to become a remarkable leader, showing how character, connection, collaboration, engagement and celebration can lead to more purposeful and successful community associations. It will focus on the need for leaders to overcome challenges to develop successful communities and will offer practical techniques to help you become a more successful manager, management company executive or board member.

Kevin Davis, CIRMS, Kevin Davis Insurance Services, Los Angeles, CA

## Face-to-Face Learning

Careers are built on the foundation of education, and for managers who take advantage of learning opportunities and hold professional credentials, growth opportunities in community management are significant. The Annual Conference is an ideal time to invest in your education, offering eight professional management development courses, as well as the Certified Manager of Community Associations (CMCA®) exam. These in-person, classroom courses let you ask questions and interact with your instructor for an enriching, face-to-face learning experience.

Register for one of these pre-conference courses to earn career-enhancing CAI credentials and take your career to the next level. Attend the full conference and a course, and you’ll save \$50 off the registration fee and earn 15 continuing education credits.

- M-100: The Essentials of Community Association Management
- M-201: Facilities Management
- M-202: Association Communications
- M-203: Community Leadership
- M-204: Community Governance
- M-205: Risk Management
- M-206: Financial Management
- M-400: Contemporary Issues in Community Association Management
- CMCA Exam





## **Growing Community Through Events**

Events are a great way to create memories that make your community special. This interactive session will cover why, what, when, where, and most importantly, how to do it. It will give you a hands-on glimpse into the world of event planning—brainstorming event ideas to appeal to your target audience, creative funding, developing work plans, logistics, obtaining permits, marketing and more. You'll leave with the tools to create your own spectacular event.

**Ani Chrauger**, South Riding Proprietary, South Riding, VA; **Lisa Cox**, CMCA, AMS, PCAM, Sienna Plantation Residential Association, Missouri City, TX; **Wendy Taylor**, CMCA, AMS, LSM, PCAM, South Riding Proprietary, South Riding, VA

## **Prioritizing Energy Management Programs for Multifamily Boards**

Unchecked energy use from densely occupied buildings has triggered rising energy costs and carbon pollution levels, prompting government action in cities nationwide. Add to that extreme climate swings, and energy management and benchmarking programs are becoming a necessity for multifamily buildings. This session will show you how managers and boards can save costs, gain environmental benefits and protect properties from the energy demands of unpredictable weather by making energy management a priority.

**Chris Normandeau**, FS Energy LLC, Hollywood, FL

## **Community Next: 2020 and Beyond**

Last year's theme was "CAI Next," a term that got us thinking and talking about the future. Building on that idea, four panels of experts were created to discuss "Community Next"—what community associations might look like five to 15 years into the future. These discussion panels focused on four areas: community management, the association model, public policy paradigms and external influences. In this session, representatives of these panels will share some highlights, but more importantly, involve you in the conversation. Come hear what some of your colleagues are thinking about the future, and take advantage of an opportunity to share your thoughts as well.

Representatives from the Community Next Panels

## **Defending Yourself Against Defamation Claims**

Board members, managers and association lawyers operate under a constant threat of defamation when communicating about homeowners, whether among themselves or in meetings, in mailings, on websites or on social media. This session will explain the expanded judicial proceedings privilege and how to maximize the protection it provides from claims against board members, managers and lawyers working for community associations.

**John Morris, Esq.**, and **Robert Rosing, Esq.**, Morris Sperry, Midvale, UT

\*CCAL member



## **Fifty-Five and Older in Community Associations: A Profile from the American Community Survey**

Data from the American Community Survey, conducted each month by the U.S. Census, reveals new insight into the experiences of persons 55 and older living in community associations. In this session, you'll learn important characteristics of these residents and their households, risk factors of isolation, and indicators of disability and economic security. You'll also learn how to help your association prepare for aging in place, the desire of most older adults to live at home as long as safely possible.

**Lynn Boergerhoff**, Woodstock Homeowners Association, Lakeville, MN

## **Keeping Multigenerational Communities Relevant**

Multigenerational communities are growing in popularity, appealing to groups from retirees to families to young couples. As members from each demographic in a shared community have a voice in where they'll age in place, managing expectations is vital. This session will discuss what managers can do to give residents a living experience that suits their priorities today, yet meets their needs as the community demographics ebb and flow.

**Michael A. Mendillo**, FirstService Residential, Eatontown, NJ

# Networking Program

Thanks to social media, today's personal and professional networks cast an extremely wide net. Through various means of communication, you're able to connect with more people than ever before to share perspectives, opinions, knowledge and advice. This strong peer network is essential for creating an exceptional community and career, as your friends and colleagues support and sustain you, and you do the same for them.

Face-to-face networking at the Annual Conference takes that connection to a whole new level, as you share not only knowledge but also real-world experiences—together. In-person receptions, meetings, exchanges and ShopTalks offer a variety of formats for advancing ideas and cultivating the professional contacts that can be as critical to success as education and experience. From small-group interactions to large social events, you'll meet and interact with peers from around the world and strengthen the connections you've made over time and across distances.



## Coffee, Conversation and Community

*Open to all registrants*

Begin each morning with coffee, conversation and community. It's your first networking opportunity of the day and a great chance to plan and prepare for the events to come.



## CAI Nevada Chapter Party

Join CAI's Nevada chapter at Moulin Rouge at the Paris Hotel and enjoy the full Vegas nightlife experience! The party includes live, theatrical performances (and a special performance created exclusively for this event); gourmet appetizers; dessert bar; two drink tickets; DJ and dancing; cigar bar; and free, roundtrip shuttle bus service from Caesar's Palace to the Paris Hotel. Dress is business casual (no sneakers or jeans, please).

The Nevada chapter party is not included in your conference registration—it's an additional fee. Tickets are \$125 each, and the registration deadline is April 15.

## RECEPTIONS

### **Welcome Reception**

*Open to all registrants. Guest tickets are \$50 on or before March 25 or \$60 after March 25.*

Start the conference off right on Wednesday evening by mingling with attendees, exhibitors, corporate partners and sponsors in a fun and relaxed atmosphere. Be sure to plan for the welcome reception when making your travel arrangements—you won't want to miss this popular, kick-off event.

### **President's Club and National Corporate Member Reception**

*Invitation only*

A special event for members of the President's Club and National Corporate Members, this exclusive reception provides an opportunity for many of CAI's biggest supporters to socialize, enjoy drinks and hors d'oeuvres and conduct club business.

### **Professional Community Association Manager Reception**

*PCAMs only*

An exclusive event for PCAMs to welcome new inductees, mingle with colleagues, develop contacts and share their experiences.

### **Insurance Professionals Reception**

*Insurance professionals only*

Meet and mingle with Community Insurance and Risk Management Specialists and other professionals in the field. This is a great way to discuss the day's sessions and build your professional network.



### **Managers Reception**

*Managers only*

Friday night happy hour—need we say more? This popular social event is a great way to wrap up a productive day of learning, unwind with colleagues, see old friends, make new connections and strengthen your network.

*Sponsored by Kevin Davis Insurance Services*

### **Annual Awards Dinner**

*Complimentary to full conference registrants.*

*Guest tickets are \$80 on or before March 25 or \$90 after March 25.*

Enjoy an elegant evening as we honor CAI's national award winners from 2014 and dance to a fabulous live band. The awards dinner promises great food and fun with your CAI friends and colleagues. Attire is black-tie optional. Don't miss this award-winning evening!

# Networking Program

## MEETINGS & EXCHANGES

### **Business Partners Council Annual Meeting and Business Partner Exchange**

*Business Partners only*

Calling all CAI Business Partner members! Don't miss this opportunity to exchange information on industry practices and standards and learn how others are addressing the situations you and your company face each day.

### **Community Managers Annual Meeting and Information Exchange**

Hosted by the Association of Professional Community Association Managers Board  
*Managers only*

Join community managers—portfolio, on-site and large-scale—as well as management company executives for this best-practices roundtable. You'll learn how to overcome daily obstacles by sharing new ideas and real-world solutions.

### **Homeowners Annual Meeting and Information Exchange**

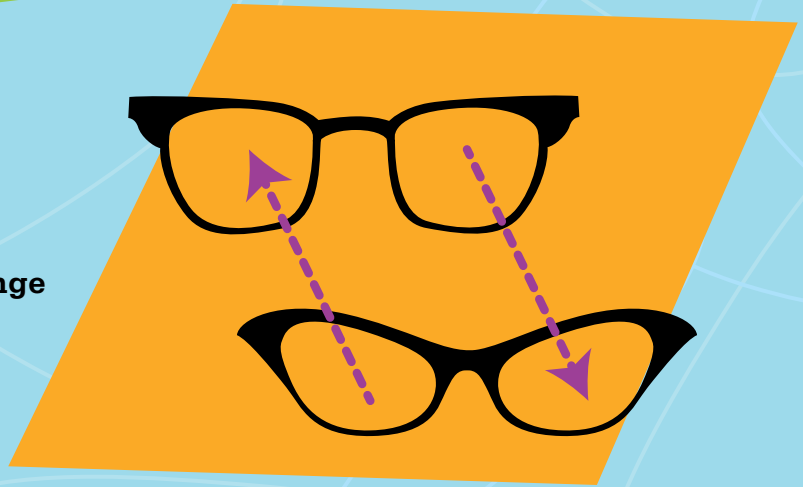
Hosted by the Community Association Volunteers Committee

*Community Association Volunteer Leaders only*  
Join your peers to share thoughts about day-to-day issues facing your association. This is an interactive opportunity to discover practical ideas you can implement in your community.

### **CAI Annual Membership Meeting**

*Open to all registrants*

This meeting includes a financial report and a review of key 2014 CAI activities and initiatives. The meeting is led by President David I. Caplan, CMCA, AMS, PCAM, and CEO Thomas M. Skiba, CAE.



## SHOP TALKS

### **ShopTalk for Accountants**

Discuss the latest and best association accounting practices in an informal setting. Interact with your fellow accountants as they get to the bottom of the bottom line.

### **ShopTalk for Attorneys**

Get advice and swap anecdotes with your colleagues in the legal profession. You'll benefit from the experiences of your peers in an informal setting where you can share perspectives and best practices.

### **ShopTalk for Bankers**

Discuss new and existing banking services and how common-interest communities can use these products to their best advantage. You'll gain up-to-date information you can use in your operations.

### **ShopTalk for Insurance and Risk Management Professionals**

Don't miss this opportunity to exchange information on industry practices and standards. Learn how others are addressing the situations you and your company face each day.

### **Shop Talk for Reserve Professionals**

Discuss the latest trends in reserve practices and network with colleagues to discover how they are overcoming common challenges and serving their association clients.



# Exposition

The Annual Conference Exposition showcases the latest technologies, products and services in one convenient marketplace. It's your chance to meet the industry's leading vendors and explore the best solutions for helping your communities be successful now and for years to come.

Because face-to-face interaction with business partners is an invaluable aspect of attending the conference, we provide conflict-free exhibit hours so you can talk one-on-one with representatives of companies from across the country.

Exposition events, including lunches, are free with your full conference registration. Guest tickets for the lunches are \$40 per day on or before March 25 or \$50 after March 25.

## Mystery Booth

Each day of the exposition, at least two mystery exhibitors will give away up to \$1,000 cash! To qualify for the drawings, visit the exhibit booths and leave your business card. Be sure to visit as many booths as possible to improve your chances of winning.

## Featured Products and Services Include:

- Management software
- Banking services
- Legal services and collections
- Security systems and services
- Roofing, siding and paving
- Internet products
- Insurance
- Reserve study providers
- Pool products and services
- Landscaping services



## Thank you for supporting the CAI Annual Conference and Exposition

### PLATINUM PARTNER

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Sperlonga Data & Analytics

Union Bank Homeowners

Association Services

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Union Bank Homeowners

Association Services

*CEO-MC/LARGE-SCALE*

*MANAGERS LOUNGE*

Union Bank Homeowners

Association Services

# LET US HELP YOU GET THE MOST OUT OF YOUR ANNUAL CONFERENCE EXPERIENCE!

## Conference Headquarters

Caesars Palace Las Vegas  
3570 Las Vegas Boulevard,  
Las Vegas, NV 89109  
Phone: (702) 731-7222

## Exclusive CAI Room Rates (single/double)

\$209 for Run of the House

\$249 for Palace Tower

\$289 for Augustus Tower

These rates are valid until March 28 or until the room block is sold out.

For reservations, contact the hotel at (702) 731-7222 and identify yourself as a CAI Annual Conference attendee. A limited number of rooms have been reserved and will be held as a block until March 28 or until the block has been filled. **To ensure a room reservation, call as soon as possible.** All attendees are strongly encouraged to stay at the conference hotel.

## What to Wear

CAI's Annual Conference and Exposition is a professional event; business casual wear is strongly encouraged.

## Exploring and Staying in Las Vegas:

Caesars Palace Las Vegas is one of the most prestigious resorts in the world, offering impeccable service and luxury.

Enjoy legendary shopping at 120 stores hosting fashions from world-renowned designers such as Cartier. Then relax at The Spa at Caesars, which features a full selection of services, including massage, body treatments, wraps and salt glows. Or take an active approach, and scale the rock-climbing wall and participate in yoga classes. At the Garden of the Gods Pool Oasis, graceful fountains and classically inspired statuary surround three large swimming pools and two outdoor whirlpool spas so you can unwind with friends around sparkling waters.

Cap off your night at PURE, a remarkable club that sets new standards for Las Vegas nightlife and includes three stylish venues in one, a VIP room, a dance floor with progressive DJs and a large outdoor patio with cascading waterfalls, walls of fire, and breathtaking views of the surrounding Strip. And don't forget the 129,000 square feet of casino space to test your luck after an engaging day at the conference.

Care to venture out of Caesars? There's so much to do in this exciting city, we can't list it all here. Check out [www.lasvegas.com](http://www.lasvegas.com) or [www.lasvegastourism.com](http://www.lasvegastourism.com) to find information on shows, museums, attractions and more.

## Getting Around

To reach the hotel from the airport, you can take a taxi or a shuttle. The hotel is approximately 10 minutes from the airport.



## Conference Registration

Register on or before March 25 and save \$50. Register online at [www.caionline.org/events/conference](http://www.caionline.org/events/conference).

## CAI Terms and Policies

**PAYMENT POLICY:** No registration will be processed without full payment. CAI accepts VISA, MasterCard, American Express and checks in U.S. dollars made payable to CAI.

**CANCELLATION:** Full refunds will be issued if written cancellation is received by March 18, 2015. Cancellations received between March 19–April 2, 2015, are subject to a 50% administrative fee. Registration fees are not refundable after April 2, 2015. All tickets purchased onsite are nonrefundable.

**CAI SUITCASING POLICY:** CAI has a no-tolerance policy regarding "suitcasing," which describes the practice by nonexhibiting companies or individuals of soliciting sales or sales leads in conference hotel, on the tradeshow floor, in the aisles or lobbies and/or representing their services or soliciting conference participants for conflicting social activities (including the chapter party) and wearing company logo wear.

Nonexhibiting suppliers participating in the conference as attendees or speakers are prohibited from soliciting business on the tradeshow floor, in or after sessions, or in the conference hotel.

It is considered bad form to conduct business outside of your booth. Talking to clients or prospects in or in front of someone else's booth is also a violation of CAI policy and will not be tolerated. All parts of the exhibit must remain in an exhibitor's assigned space. No exhibit will be allowed to infringe upon aisle space.

Prospective exhibitors who want to check out the show will be given a guest badge and escorted through the exhibit hall by a CAI staff member.

**PRIVATE PARTY POLICY:** All hospitality suites and hosted events must be approved by CAI. Hospitality suites/hosted events are not permitted during official conference activities. Nonexhibiting companies are not permitted to host events at the official hotel during the conference. E-mail Holly Carson, CMP, director of meetings, with your requests at [hcarson@caionline.org](mailto:hcarson@caionline.org).

Violators of these policies will be ejected from the show and charged the single-booth rate (\$1,750), which must be paid prior to registering as an attendee, exhibitor or sponsor at any future CAI conference or other event. In addition, CAI will have the hotel cancel the illegal function at the violator's expense.



What is your favorite reason for attending  
the CAI Annual Conference?



**Let us know what makes it  
a “can’t miss” event for you**



on Twitter @CAIsocial  
(use #CAI2015)



on Facebook.com/  
CAIsocial

A higher level of engagement.

**FACE** } TO { **FACE**

CAI Annual Conference & Exposition  
April 29–May 2, 2015 | Caesars Palace Las Vegas

**Community  
Managers**

**Association  
Board Members**

**Management  
Company  
Executives**

**Product and  
Service Providers**

**Save \$50 when you  
register by March 25!**

# CAI ANNUAL CONFERENCE AND EXPOSITION

## April 29–May 2, 2015 | Las Vegas

Save \$50  
when you register  
by MARCH 25!

### CAI Annual Conference and Exposition PRE-CONFERENCE PROFESSIONAL MANAGEMENT DEVELOPMENT PROGRAM COURSE SCHEDULE

#### Monday, April 27

- 7:30–10:00 a.m. Registration
- 8:30 a.m.–5:30 p.m. M-100: The Essentials of Community Association Management  
M-201: Facilities Management  
M-202: Association Communications  
M-203: Community Leadership  
M-205: Risk Management  
M-206: Financial Management
- 9:00 a.m.–5:00 p.m. M-204: Community Governance  
M-400: Contemporary Issues in Community Association Management

#### Tuesday, April 28

- 7:30–10:00 a.m. Registration
- 8:30 a.m.–Noon M-201: Facilities Management  
M-202: Association Communications  
M-203: Community Leadership
- 8:30 a.m.–5:00 p.m. M-204: Community Governance  
M-205: Risk Management  
M-206: Financial Management
- 8:30 a.m.–5:30 p.m. M-100: The Essentials of Community Association Management
- 9:00 a.m.–Noon M-400: Contemporary Issues in Community Association Management

#### Wednesday, April 29

- 8:30 a.m.–Noon M-100: The Essentials of Community Association Management
- 2:00–5:00 p.m. CMCA Exam

### 1 To help us better serve you, please complete ALL 8 sections of this form. Please type or print clearly.

NAME \_\_\_\_\_

NICKNAME FOR BADGE \_\_\_\_\_

DESIGNATION(S) \_\_\_\_\_

FIRM/ASSOCIATION \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY/STATE/ZIP+4 \_\_\_\_\_

TELEPHONE \_\_\_\_\_ FAX \_\_\_\_\_

E-MAIL ADDRESS \_\_\_\_\_

MEMBER NUMBER \_\_\_\_\_

- Please check here if this is new contact information.
- Please check here if you have special needs. Please attach a written description.

### 2 Full Conference Registration: Includes all education sessions, welcome reception, exhibit hall lunches and annual awards reception.

	BY MAR.25	AFTER MAR.25	TOTAL
Member	\$599	\$649	\$ _____
Nonmember	\$749	\$799	\$ _____
3rd & Additional Registrants From same firm/association. Discount applies only when registrations are submitted together (members only).	\$549	\$599	\$ _____
Homeowner Member	\$399	\$449	\$ _____
CAI Chapter President-Elect	\$399	\$449	\$ _____
CAI Chapter Executive Director	\$399	\$449	\$ _____

**SUBTOTAL SECTION 2 \$ \_\_\_\_\_**

### 3 One-Day Registration Only: Includes all education sessions and social events that day. (Does NOT include chapter party.) Check the day you will attend.

	BY MAR.25	AFTER MAR.25	TOTAL
Member: <input type="checkbox"/> Thurs. OR <input type="checkbox"/> Fri.	\$399	\$449	\$ _____
Nonmember: <input type="checkbox"/> Thurs. OR <input type="checkbox"/> Fri.	\$449	\$499	\$ _____

**SUBTOTAL SECTION 3 \$ \_\_\_\_\_**

### 4 Pre-Conference PMDP Course Registration: M-100 runs Mon.–Wed., April 27–29. Others run Mon.–Tues., April 27–28.

	MEMBER	NON-MEMBER	TOTAL
<input type="checkbox"/> M-100: The Essentials of Community Association Management (2.5 days)	\$445	\$545	\$ _____
<input type="checkbox"/> M-201: Facilities Management (1.5 days)	\$445	\$545	\$ _____
<input type="checkbox"/> M-202: Association Communications (1.5 days)	\$445	\$545	\$ _____
<input type="checkbox"/> M-203: Community Leadership (1.5 days)	\$445	\$545	\$ _____
<input type="checkbox"/> M-204: Community Governance (2 days)	\$445	\$545	\$ _____
<input type="checkbox"/> M-205: Risk Management (2 days)	\$445	\$545	\$ _____
<input type="checkbox"/> M-206: Financial Management (2 days)	\$445	\$545	\$ _____
<input type="checkbox"/> M-400: Contemporary Issues in Community Association Management (1.5 days)	\$445	\$545	\$ _____

If you are attending the full conference and a PMDP course, use the \$50 discount in section 7.

**SUBTOTAL SECTION 4 \$ \_\_\_\_\_**

### 5 Guest Tickets: Events listed below are included in your full conference registration. Please indicate here ONLY if you need additional tickets for guests.

	BY MAR.25	AFTER MAR.25	TOTAL
Welcome Reception/Wed.	_____ x \$50	_____ x \$60	\$ _____
Exhibit Hall Lunch/Thurs.	_____ x \$40	_____ x \$50	\$ _____
Exhibit Hall Lunch/Fri.	_____ x \$40	_____ x \$50	\$ _____
Annual Awards Reception/Fri.	_____ x \$80	_____ x \$90	\$ _____

**SUBTOTAL SECTION 5 \$ \_\_\_\_\_**

### 6 CAI Nevada Chapter Party: Join CAI's Nevada chapter at Moulin Rouge at the Paris Hotel and enjoy the full Vegas nightlife experience with a special performance crafted for this event. (The chapter party is NOT included in your conference registration. It's an additional fee.)

	TOTAL
Nevada Chapter Party/Thurs.	_____ x \$125 \$ _____

**SUBTOTAL SECTION 6 \$ \_\_\_\_\_**

### 7 Subtotals

SECTION 2	\$ _____
SECTION 3	\$ _____
SECTION 4	\$ _____
SECTION 5	\$ _____
SECTION 6	\$ _____

I AM ALSO TAKING A PMDP COURSE (–\$50) \$ \_\_\_\_\_

**GRAND TOTAL \$ \_\_\_\_\_**

**Cancellation:** Full refunds will be issued if written cancellation is received by March 18, 2015. Cancellations received between March 19–April 2, 2015, are subject to a 50% administrative fee. Registration fees are not refundable after April 2, 2015. All tickets purchased onsite are nonrefundable.

**CAI Suitcasing Policy:** CAI has a no-tolerance policy regarding "suitcasing," which describes the practice by nonexhibiting companies or individuals of soliciting sales or sales leads in conference hotel, on the tradeshow floor, in the aisles or lobbies and/or representing their services or soliciting conference participants for conflicting social activities (including Chapter Party) and wearing company logo wear.

Nonexhibiting suppliers participating in the conference as attendees or speakers are prohibited from soliciting business on the tradeshow floor, in or after sessions, or in the conference hotel.

It is considered bad form to conduct business outside of your booth. Talking to clients or prospects in or in front of someone else's booth is also a violation of CAI policy and will not be tolerated. All parts of the exhibit must remain in exhibitor's assigned space. No exhibit will be allowed to infringe upon aisle space.

Prospective exhibitors who want to check out the show will be given a guest badge and escorted through the exhibit hall by a CAI staff member.

**Private Party Policy:** All hospitality suites and hosted events must be approved by CAI. Hospitality suites/hosted events are not permitted during official conference activities. Nonexhibiting companies are not permitted to host events at the official hotel during the conference. E-mail Holly Carson, CMP, director of meetings, with your requests at hcarson@caionline.org.

**Violators** of these policies will be ejected from the show and charged the single-booth rate (\$1,750), which must be paid prior to registering as an attendee, exhibitor or sponsor at any future CAI conference or other event. In addition, CAI will have the hotel cancel the illegal function at violator's expense.

### 8 Payment Information: All registrations must include payment.

**Paying by credit card?** Register online to receive instant receipt of payment. Go to the 2015 Annual Conference ([www.caionline.org/conference](http://www.caionline.org/conference)) web page, and click on the "Registration" tab.

**Paying by check?** Mail form with payment to CAI, P.O. Box 34793, Alexandria, VA 22334-0793

Check Enclosed (made payable to CAI)

If you have questions regarding payment, please call (888) 224-4321 or (703) 970-9220 (M–F, 9–6:30 ET).





**Survey respondents from the 2014 CAI Annual Conference and Exposition said the BIGGEST BENEFIT I derived from attending the conference was . . .**

**Networking with leaders from other chapters.**

**Making new friends.**

**Broadening my awareness of community associations worldwide.**

**Updated educational information and catching up with national friends.**

**Education and networking.**

**This opportunity to network and learn socially from other volunteer HOA and board members.**

**Interacting with other managers.**

**Meeting fellow managers and exhibitors.**

**Don't miss this year's opportunity to meet**

**FACE } TO { HOA**

**for a higher level of engagement!**

**CAI Annual Conference and Exposition  
EVENT SCHEDULE**

**Wednesday, April 29**

- Noon–7:00 p.m. Registration
- 2:30–7:00 p.m. CAI Press Bookstore
- 4:00–5:30 p.m. Presidents Club and National Corporate Member Reception
- 5:00–7:00 p.m. Welcome Reception

**Thursday, April 30**

- 7:00–8:00 a.m. Coffee, Conversation and Community
- 7:00 a.m.–5:30 p.m. Registration
- 7:30 a.m.–4:30 p.m. CEO-MC and Large-Scale Managers Lounge
- 8:00 a.m.–5:30 p.m. CAI Press Bookstore
- 8:00–9:00 a.m. Education Sessions
- 9:00–10:00 a.m. Rehearsals/Orientation for Opening Session and PCAM recipients
- 9:15–10:15 a.m. Education Sessions
- 10:30 a.m.–12:15 p.m. Opening General Session
- 12:15–3:15 p.m. Exhibit Hall and Lunch
- 1:15–3:15 p.m. Homeowners Annual Meeting and Information Exchange
- 3:15–4:15 p.m. Education Sessions
- 3:15–4:15 p.m. Business Partners Council Annual Meeting/Business Partner Exchange
- 4:30–5:30 p.m. Education Sessions
- 5:45–6:45 p.m. Professional Community Association Manager Reception
- 7:00–10:00 p.m. CAI Nevada Chapter Party

**Friday, May 1**

- 7:00 a.m.–5:30 p.m. Registration  
CAI Press Bookstore
- 7:30–8:30 a.m. Coffee, Conversation and Community
- 7:30 a.m.–4:30 p.m. CEO-MC and Large-Scale Managers Lounge
- 8:00–9:00 a.m. Education Sessions
- 8:00–9:00 a.m. General Session Rehearsals and Chapter Awards Rehearsals
- 9:15–10:15 a.m. Education Sessions
- 10:30 a.m.–12:15 p.m. General Session
- 12:15–3:15 p.m. Exhibit Hall and Lunch
- 3:15–5:00 p.m. Association of Professional Community Managers Annual Meeting/Manager Exchange
- 3:15–5:00 p.m. ShopTalks
- 5:15–6:15 p.m. Managers Reception
- 5:30–6:00 p.m. Rehearsals for Annual Awards
- 7:00–10:00 p.m. Annual Awards Dinner

**Saturday, May 2**

- 8:00–9:00 a.m. Coffee, Conversation and Community
- 8:00–9:00 a.m. CEO-MC and Large-Scale Managers Lounge
- 9:00–9:30 a.m. CAI Annual Membership Meeting
- 9:30 a.m. Conference Adjourns

*Schedule is subject to change.*

