



NCPA 2026 Annual Convention Frequently Asked Questions

Registration and Badging

- **What are registration hours?**
 - Self-serve kiosks are open 6 a.m. – 10 p.m. from Thursday, Oct. 1 – Monday, Oct. 5. The registration desk will be open during the following hours:
 - Saturday, Oct. 3: 7:30 a.m. – 5:30 p.m.
 - Sunday, Oct. 4: 7:30 a.m. – 5:30 p.m.
 - Monday, Oct. 5: 7:30 a.m. – 5:30 p.m.
 - Tuesday, Oct. 6: 7:30 a.m. – 10 a.m.
- **Are there different registration categories or rates?**
 - See registration rates [here](#).
- **Can I register on-site?**
 - Yes.
- **Are one-day registrations available?**
 - One-day registrations are available only for pharmacists.
- **What payment methods are accepted?**
 - Credit cards only: AmEx, Mastercard, Visa, Discover
- **Are group discounts available?**
 - No group discounts are available.

Badging

- **When and where do I pick up my badge?**
 - Badges can be picked up at the self-serve kiosks or at the registration desk located in the 2300 lobby area of the convention center.
 - **Can someone else pick up my badge for me?**
 - We strongly encourage each attendee to pick up their own badge.
 - **What should I do if I lose my badge?**
 - There is a \$100 fee for any reprinted badges, which can be picked up at the registration desk.
 - **Do I need to wear my badge throughout the convention?**
 - Yes, a badge is required to attend all NCPA and affiliate sponsored events, and to enter the NCPA Expo Hall.
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Registration and Housing Support

Registration Troubleshooting

- **I did not receive my registration confirmation email. What should I do?**
 - Please check your spam, junk, or promotions folder. If you still cannot locate your confirmation, contact SPARGO at ncparegistration@spargoinc.com for assistance.
- **I need to make changes to my registration. How can I update my information?**
 - Most registration updates can be made through the registration portal. If you need assistance, contact SPARGO at ncparegistration@spargoinc.com.
- **I need a copy of my registration receipt or invoice. How can I obtain one?**
 - Registration receipts are typically available through the registration portal. If you need additional assistance, contact SPARGO at ncparegistration@spargoinc.com.

Housing Troubleshooting

- **I did not receive my hotel reservation confirmation. What should I do?**
 - Please check your spam, junk, or promotions folder. If you still cannot find your confirmation, contact SPARGO at ncpahousing@spargoinc.com.
- **I need to modify my hotel reservation. How do I make changes?**

- Hotel reservation changes should be made through the housing portal whenever possible. If you need assistance, contact SPARGO at ncpahousing@spargoinc.com.
- **I need to cancel my hotel reservation. What should I do?**
 - Please review the housing cancellation policy and either make changes through the housing portal or contact SPARGO at ncpahousing@spargoinc.com for assistance.
- **I am having trouble booking a hotel room through the housing system. Who should I contact?**
 - If you experience technical issues or receive error messages while making a reservation, contact SPARGO at ncpahousing@spargoinc.com.
- **I need special accommodations for my hotel stay. How do I request them?**
 - Please indicate your needs during the reservation process or contact SPARGO at ncpahousing@spargoinc.com for assistance coordinating accommodations.

Hotel Reservations

- **What are the official convention hotels?**
 - The Loews Kansas City Hotel | 1515 Wyandotte St., Kansas City, Mo. 64108
 - Kansas City Marriott Downtown | 200 W 12th St., Kansas City, Mo. 64105
- **How do I book a room within the convention room block?**
 - Once you register for the convention, you will be directed to the convention housing portal. You will also receive a confirmation registration email with your unique housing link to book your guest room at one of the hotels provided within the block.
- **What are the convention housing room rates?**
 - Loews Kansas City Hotel: \$269 plus taxes and fees
 - Kansas City Marriott Downtown: \$219 plus taxes and fees
- **What is the housing deadline?**
 - The deadline to book housing is Friday, Sept. 11, 2026.

Convention Dates and Planning Your Stay

Event Schedule

- **What time does the convention conclude?**
 - The convention concludes at 12:15 p.m. on Tuesday, Oct. 6.
- **Are there pre-convention workshops or meetings?**
 - Yes, pre-convention courses can be found [here](#). To sign up for pre-convention courses, you must register through the convention registration, even if you're not attending the full convention. Separate registration fees apply.
- **What pre-convention programming is offered?**
 - Advanced LTC Pharmacy Workshop | Oct. 1, 2026
 - Pharmacy Ownership Workshop | Oct. 1-2, 2026
 - Long-Term Care Pharmacy at Home Workshop | Oct. 2, 2026
 - The AI-Powered Pharmacy | Oct. 2, 2026

First-Time Attendees

- **What recommendations do you have for first-time attendees?**
 - We recommend attending the First-Timers Reception on Saturday, Oct.3 at 5:30 p.m.

Location and Venue Information

Venue

- **Where is the convention being held?**
 - Kansas City Convention Center | 301 W 13th St. #100, Kansas City, Mo. 64105
- **Is the venue accessible?**
 - Yes. Information on accessibility can be found here: <https://kcconvention.com/accessibility/>
 - ADA accessible elevators are marked on the interactive floor plan.

Airport and Transportation Information

Airports

- **Which airport is closest to the convention venue?**
 - Kansas City International Airport (MCI)
- **How far is the airport from the venue?**
 - The convention center is about 20 miles or 25 minutes by car from the airport.

Ground Transportation

- **Is airport shuttle service available?**
 - There will not be shuttles to and from the airport.
- **Is public transportation available?**
 - There are streetcars, bike shares, buses, and taxi and car services available in downtown Kansas City.

[Visitor map](#)

Attire and Dress Code

General Attire

- **What is the recommended attire for the convention including receptions?**
 - Business casual

Networking and Special Events

- **What networking opportunities are available?**
 - We have an Opening Night Reception on Saturday, and our Mix and Mingle Reception on Monday. There are also other opportunities to network throughout the convention.

Educational Credits

Credit Eligibility

- **What educational credits are available?**
- Pre-Convention Programming: Thursday, Oct. 1, 2026 and Friday, Oct. 2, 2026
 - **Advanced Building LTC Pharmacy Services Workshop:** NCPA is an accredited provider of continuing pharmacy education by the Accreditation Council for Pharmacy Education. This program is eligible for up to 6.5 contact hours (0.65 CEUs) of continuing pharmacy education. Participants need to attend and participate in the sessions, provide an attendance code, and complete an activity evaluation to receive credit for the program — target audience: community pharmacists and community pharmacy technicians.
 - **Long-Term Care Pharmacy at Home Workshop:** NCPA is an accredited provider of continuing pharmacy education by the Accreditation Council for Pharmacy Education. This program is eligible for up to 6.5 contact hours (0.65 CEUs) of continuing pharmacy education. Participants need to attend and participate in the sessions, provide an attendance code, and complete an activity evaluation to receive credit for the program — target audience: community pharmacists and community pharmacy technicians.
 - **Pharmacy Ownership Workshop:** NCPA is an accredited provider of continuing pharmacy education by the Accreditation Council for Pharmacy Education. This program is eligible for up to 21.5 contact hours (2.15 CEUs) of continuing pharmacy education. The participant will need to attend all required components of the CE activity and complete a pre-test, pass a final assessment with a score of 70 percent or more, and complete a feedback survey to receive credit for the on-demand portion of the program. Participants need to attend and participate in the sessions, provide an attendance code, and complete an activity evaluation to receive credit for the program — target audience: community pharmacists and community pharmacy technicians.

Claiming Credit

- **How do I claim my educational credits?**
 - Participants need to attend and participate in the sessions, provide an attendance code, and complete an activity evaluation to receive credit for the program.
- **Are evaluations required to receive credit?**

- Yes, participants need to attend and participate in the sessions, provide an attendance code, and complete an activity evaluation to receive credit for the program.
 - **What is the deadline to claim credits?**
 - The deadline to claim continuing education credit is Nov. 3, 2026.
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Accessibility and Special Accommodations

- **Are mobility accommodations available?**
 - Accessibility resources for the convention center can be found here:
<https://kcconvention.com/accessibility/>
 - **Are nursing rooms available?**
 - Yes. Room 2518
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Convention App and Technology

Mobile App

- **Is there a convention app?**
 - Yes. The app will likely be available in early September.

Technology Services

- **Will Wi-Fi be available?**
 - Yes.
 - **Will sessions be recorded?**
 - No.
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Exhibitors

- **What are the NCPA Expo hours?**
 - Exhibit hours will be from noon – 4:30 p.m. on Sunday, Oct. 4 and from 9 a.m. – noon on Monday, Oct. 5.

- **What are the exhibit move-in dates and times?**
 - Friday, Oct. 2 | 9 a.m. – 5 p.m.
 - Saturday, Oct. 3 | 8 a.m. – 5 p.m.
 - Sunday, Oct. 4 | 8 a.m. – 11 a.m.
 - **Who should I contact about exhibitor questions?**
 - Exhibitor questions can be sent to Nina Dadgar at nina.dadgar@ncpa.org or (703) 838-2673, and Whitney Lynch at whitney.lynch@ncpa.org or (703) 838-2656.
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Health, Safety and Security

- **What should I do in case of an emergency?**
 - Please contact the center's security department (816)-513-5111.
 - **How do I report an incident or concern?**
 - Please contact the center's security department (816)-513-5111.
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Cancellation, Refunds, and Transfers

Registration Changes

- **What is the cancellation and refund policy?**
 - **Pre-convention programming:** Pre-convention cancellations must be submitted in writing and received by Sept. 16, 2026, and are subject to a \$125 cancellation fee for each cancelled registration. Cancellations should be sent via email to ncparegistration@spargoinc.com. Cancellations after this date or “no-show” registrants will be responsible for the full registration fee.
 - **Annual Convention:** Annual Convention attendees have until Sept. 16, 2026 to cancel their registration. A \$100 cancellation fee per cancelled registration will be administered after Sept. 16, 2026.
- **Can I transfer my registration to another attendee?**

- Any inquiries regarding transferring a registration should be directed to Eva Jones at Eva.Jones@ncpa.org.
 - **Can my registration be deferred to a future convention?**
 - Registrations can be deferred by one year.
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Meals and Dietary Restrictions

- **How can I include my dietary requirements?**
 - Dietary requirements and restrictions can be found under the special accommodations field within the convention registration.
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