

ADCES26

AUGUST 7-10 | COLUMBUS, OH

FREQUENTLY ASKED QUESTIONS

Who is the Association of Diabetes Care and Education Specialists (ADCES)?

Founded in 1973, ADCES is a multi-disciplinary professional membership organization dedicated to improving diabetes care through education. With more than 14,000 professional members including nurses, dietitians, pharmacists, and others, ADCES has a vast network of practitioners involved in the daily treatment of diabetes patients. For more information, please visit adces.org.

REGISTRATION

DATES:

In-Person: Friday, August 7 – Monday, August 10, 2026

On-Demand: Monday, August 24 – Tuesday, December 29, 2026

**Tuesday, December 29 is the last day to register for on-demand, but access to the videos/downloadable content will remain open until the CE Evaluation deadline (exact date TBD: January 2027).*

DEADLINES:

Thursday, June 25 – advertised/soft EB deadline and last day to get full refund (minus \$75 cancellation fee)

Tuesday, July 7 – actual/hard EB deadline @ 11:59 PM

Wednesday, July 8 – standard rates begin @ 12:00 AM

Friday, July 10 – last day for ADCES to accept check payments (see below for check payment instructions)

Thursday, July 16 – last day to change from in-person to on-demand

How do I register for the conference?

Registration and housing will open in March 2026.

- Register online at adcesmeeting.org by clicking the “Register Now” button/banner or using the left-hand navigation.
- Paper registration forms (downloadable online) are available for check or invoice payments only.

Can I save my registration and complete it later?

Yes. You may save your progress and return to complete your registration at a later time. Reminder emails will be sent if your registration has been started but not submitted.

What browser works best for registration?

For the best experience, we recommend using Google Chrome, which typically works most reliably with MCI registration and housing websites.

What should I do if my payment declines?

Payment declines are often related to restrictions on organizational or corporate credit cards, such as transaction limits, spending caps, or fraud-prevention blocks due to multiple charges.

We recommend:

- Contacting your accounting department or card issuer (bank) for assistance
- Confirming the card is authorized for online and high-value transactions

If the issue is not system-related, we are unfortunately unable to override or troubleshoot card declines. If the problem persists, you may need to complete registration using a different card.

Do I have to buy the on-demand registration separately from the in-person registration?

No. If you purchase in-person registration, you automatically receive access to on-demand sessions, available Monday, August 24 – Tuesday, December 29.

Are there early bird rates?

Yes.

- March 17–23: Early access for current ADCES members
- March 31: Registration opens for all attendees
- After Thursday, June 25: Rates increase by \$100 (standard rates)

Are there scholarship opportunities for ADCES26?

Yes. For more information, please [click here](#). Please note the deadline to submit for scholarship applications is March 2, 2026.

What payment methods are accepted?

- Preferred method: Credit/debit card via the online registration site
- Check or invoice payments: Accepted through July 10, 2026

If paying by check:

1. Email meetings@adces.org with your check tracking information
2. Include one of the following per attendee:
 - a. Completed paper registration form **OR**
 - b. Printed invoice from the registration site
3. Mail check and documents to:

ADCES Registration

Department 4445

Carol Stream, IL 60122-4445

4. Registrations cannot be processed without payment. Once the check is received and processed, attendees will receive a confirmation email.

How can I get an invoice for organizational reimbursement?

Invoices can be accessed through the registration site or via your registration confirmation email. If you need assistance, contact adces@mcievents.com.

When and where will I receive my registration confirmation?

A confirmation email will be sent to the email address used during registration. Be sure to check your spam/junk folder.

If you cannot locate your confirmation, contact adces@mcievents.com.

I registered, but ADCES26 doesn't appear in my ADCES account. Why?

Your ADCES26 registration record will not appear in your ADCES account "Events" section until after the event.

How can I update my registration information?

You can update your registration in either of these ways:

Option 1:

- Go to the Annual Conference Attendee Registration site
- Log in, review your information, and save

Option 2:

- Open your confirmation email
- Click "Edit My Conference Registration"
- Save your changes

Can I change my registration type?

In-Person → On-Demand

- Allowed through Thursday, July 16, 2026
- Refund equals the difference between:
 - The in-person rate at original registration and
 - The on-demand rate at the time of the request
- Requests must be emailed to adces@mcievents.com

On-Demand → In-Person

- Allowed through Thursday, July 16, 2026
- Registrants must pay the difference in rates
- Requests must be emailed to adces@mcievents.com

What is the cancellation policy?

- All cancellations must be submitted in writing to adces@mcievents.com
- By Thursday, June 25, 2026:
 - Full refund minus a \$75 processing fee
- After this date, refunds are not guaranteed.
- Refunds apply to FULL PROGRAM registrations only.

No refunds for:

- Students
- Guests
- Single-day registrations
- Preconference courses
- Celebration tickets

The ADCES 1-year membership is **non-refundable** and **non-transferable**.

No-shows will not receive a refund.

Can I substitute another attendee?

Yes. Substitution requests must be emailed to adces@mcievents.com and may be submitted by:

- The original registrant, or
- The registrant's supervisor (if employer-paid)

Notes:

- Payment transfers to the substitute
- No refund is issued to the original registrant
- If the substitute is a different member type, they must pay the difference
- No refund is issued if additional payment is owed

Can I register multiple attendees at once?

No. Each attendee must complete their own registration to ensure all required information is collected and payment is processed correctly.

The fastest way to register multiple attendees is for each person to register individually using the same credit or debit card, if applicable.

Group registrations are accepted only if online payment by credit/debit card is not possible. In these cases, registration must be completed via check payment (see the check payment instructions for details).

What if I enter the wrong email address during registration or need to update my email?

If you entered an incorrect email address or need to update your registration email, please contact adces@mcievents.org for assistance.

Can my registration be transferred to a future ADCES conference?

No. Registrations are not transferable to future ADCES conferences.

Can I bring a guest?

Yes. Guest registration is \$100 and includes access to:

- Exhibit Hall
- General Sessions

Guests do **not** receive:

- Continuing education credits
- Access to industry events, education theaters, corporate symposia, or special events

Guests can be added during registration. Guest registrations are **non-refundable**.

Does my registration include a Celebration ticket?

Yes—full-conference paid registrations receive one complimentary Celebration ticket. You may purchase one for your guest as well.

The following registrations must purchase a ticket separately:

- Daily
- Student
- Guest
- Discounted
- Complimentary (including speakers or comp codes)

Ticket pricing: \$30 in advance via the registration site or \$50 onsite

I donated to the Foundation during registration. Can I get a tax receipt?

Yes, you can find the letter [here](#).

ABOUT ADCES MEMBERSHIP

Do I need to be a member of ADCES to register?

No, the conference is open to all. You do not have to be an ADCES member to attend. However, one of the many benefits of being an ADCES member is the opportunity to save on conference registration. To learn more about membership, view our membership page [here](#).

How can I become an ADCES member?

You can join online at ADCES' home page: [Membership Join or Renew \(adces.org\)](#)

If I become an ADCES member before registering, will I receive the member rate?

Yes. You are eligible for the ADCES member registration rate if your membership is active at the time you register. Please allow at least 24 hours after joining for your membership to activate before completing conference registration.

Can I purchase ADCES membership during ADCES26 registration and receive the member rate?

Yes. Non-members will have the option to purchase a new 1-year Active ADCES membership during the registration process and receive the member rate.

Please note:

- This membership cannot be canceled or transferred
- The membership term begins at the time of purchase

Can I renew my ADCES membership during the registration process?

No. Membership renewal is not available through conference registration. To renew your existing ADCES membership, please contact membership@adces.org for further information or log into your ADCES account.

IN-PERSON EDUCATION SESSIONS

Do I need to pre-register for sessions?

No. Sessions are first-come, first-served.

Do Corporate Symposia or Education Theaters require separate registration?

No pre-registration required. Seating is first-come, first-served.

When will the online planner be available?

Education sessions will be available starting mid-March. The full planner will be available in July 2026.

How can I view the program schedule?

Visit the adcesmeeting.org conference website and select “Program” in the left hand navigation.

Can I print the education schedule?

Yes. Select “Print Agenda” in the upper right hand corner within the “Program” page.

Are presentation slides/handouts available to download?

Yes. When available, presentation slides and handouts can be viewed approximately one week before the in-person conference and will remain accessible until the on-demand conference closes.

Materials may be accessed through:

- The conference website (after logging in), or
- The mobile app, once it is released

Is there a virtual or hybrid option?

The conference offers a virtual on-demand-only option, allowing participants to view content at their own pace. There are no live or livestreamed sessions associated with the in-person conference.

GENERAL IN-PERSON CONFERENCE

Where is the in-person conference held?

Greater Columbus Convention Center

400 N High St, Columbus, OH 43215

When and where do I pick up my badge?

Badge pick-up begins Thursday, August 6. Arriving early can help you avoid the longer lines on the morning of Friday, August 7. Exact registration hours will be announced soon, so please check the conference website for the latest updates.

Do I need to bring anything to check in (ID, confirmation email)?

Please have your confirmation email ready—either on your phone or printed—for faster check-in.

I am an exhibitor. Where can I pick up my badge/check in?

The exhibitor registration desk is located by the attendee registration desk.

Where will the Celebration Event be held for ADCES26?

More information to be provided.

What are the conference hours each day?

Education sessions may begin as early as 7:00–8:00 a.m. local time and typically conclude around 5:00 p.m. Hours may vary slightly by day.

Please refer to the online program planner for the most up-to-date schedule details.

Is food provided during the conference?

Yes, limited food options are available.

- Food will be available for purchase in the Exhibit Hall
- Each attendee will receive two (2) \$5 food vouchers, redeemable only in the Exhibit Hall at the convention center food stands
- Complimentary boxed lunches will be provided in the Education Theaters on a first-come, first-served basis
- Complimentary light breakfast items, snacks, and refreshments may be offered during select Exhibit Hall events or Education Theater sessions

Attendees should plan to purchase dinner on their own.

Water refill stations will be available—bringing a reusable water bottle is encouraged.

Are there lactation rooms, prayer rooms, or quiet spaces available?

Yes. Information on available lactation, prayer, and quiet spaces can be found on the convention center website: [Accessibility - Greater Columbus Convention Center](#)

Is there free Wi-Fi at the convention center?

Yes. complimentary Wi-Fi is available throughout the convention center.

Is there a lost and found?

Yes. The conference Lost & Found will be located at the registration desk.

Will there be networking opportunities?

Yes. Networking events and an Exhibit Hall reception will be listed in the planner and mobile app.

What should I wear/what is the dress code?

Business casual attire is recommended.

Meeting rooms can be cool, so we suggest bringing a sweater or jacket.

Comfortable shoes are strongly encouraged.

I need accessibility accommodations (hard of hearing, wheelchair, service animal, etc.). How do I arrange services?

If you require ADA or accessibility accommodations, please indicate your needs during the registration process. A member of the ADCES meetings team will follow up with you directly to help coordinate services.

For wheelchair assistance at the convention center:

- Contact the Convention Center Public Safety Department at (614) 827-2547
- A Public Safety team member will bring a wheelchair to you
- A photo ID is required and will be returned once the wheelchair is checked back in

Electric mobility scooters are also available through the Pride Ride program:

- To reserve a scooter, call (614) 827-2531
- Payment is accepted by credit card

Please note advanced reservations are encouraged for scooters and/or wheelchairs.

What is there to do in Columbus, Ohio?

Visit: <https://www.experiencecolumbus.com/adces/>

ADCES26 ON-DEMAND

When will ADCES26 be available for On-Demand?

Monday, August 24 – Tuesday, December 29, 2026

- Tuesday, December 29 is the last day to register for the on-demand conference.
- Access to session videos and downloadable content will remain available through the CE evaluation deadline (exact date to be announced; anticipated January 2027).

Can I register for the on-demand conference before August 24?

Yes. Registration for the on-demand conference opens when conference registration opens, as early as March 31, 2026.

Does full conference registration include access to the on-demand conference?

Yes. Full in-person conference registration automatically includes access to the on-demand conference.

What do I need to do to access the on-demand sessions?

To access on-demand content, you must either:

- Register for the Full In-Person Conference, or
- Purchase the On-Demand Conference as a standalone option

How do I access the on-demand sessions?

Login instructions will be emailed to your registered email address on Monday, August 24, 2026.

Are all sessions recorded for on-demand viewing?

No. Only select education sessions will be recorded and made available for on-demand viewing.

Do on-demand sessions offer CE/CME credit?

Yes. Eligible on-demand sessions offer CE/CEU credit.

How do I claim CE/CEU credit for on-demand sessions?

Instructions and the link to submit CE/CEU evaluations will be available on the conference website and included in the email sent by the end of the first day of the in-person conference.

HOTEL & HOUSING

How do I book my hotel?

Hotel booking information, including the reservation link, will be available on the conference website. For details, visit: [Housing Information](#)

What is the headquarters hotel?

The headquarters hotel for ADCES26 is the Hilton Columbus Downtown (402 N High St, Columbus, OH 43215).

Is there a hotel map available?

Yes. A map of official conference hotels is available here: <https://cdmcd.co/pMwZv7>

What is the housing deadline?

The housing deadline is Friday, July 17, 2026.

Rooms are subject to availability within the ADCES hotel block and may sell out before the deadline.

Can I book outside the ADCES hotel block?

Attendees are encouraged to book within the official ADCES hotel block, which typically

offers the lowest available room rates, added flexibility, and convenient proximity to conference activities.

What is the hotel cancellation policy?

Hotel reservations must be canceled at least 72 hours prior to arrival to avoid a charge equal to one night's room and tax.

Additional notes:

- Room rates are subject to applicable city and state taxes, as well as a nightly fee
- Group rates are guaranteed through Friday, July 17, 2026, or until the hotel block sells out
- After this date, group rates are offered on a space-available basis only

Who should I contact to modify my hotel reservation?

For assistance with hotel reservations or modifications, please contact adces@mcievents.org.

TRAVEL

How do I book airfare?

Attendees book airfare independently. For potential travel discounts with partnered airlines and more information on how to get around Columbus, click [here](#).

Which airport should I fly into?

John Glenn Columbus International Airport (CMH) is the closest airport to downtown Columbus (about a 15 minute drive)

4600 International Gateway, Columbus, OH 43219

For more information about the airport, click [here](#).

How far is the convention center from the headquarters hotel?

The headquarters hotel is connected to the convention center via a skybridge.

Is parking available?

Parking information for the Greater Columbus Convention Center can be found [here](#).

For general transportation/parking around Columbus, click [here](#).

Will shuttle service be provided?

No shuttle service is provided.

CE / CME**How do I claim my CE/CEU credit?**

Instructions and the link to submit CE/CEU evaluations will be available on the conference website and included in the email sent by the end of the first day of the in-person conference.

Who can I reach out to regarding CE/CME information?

Please send an email to CEapplication@adces.org.

Will sessions count toward CDCES renewal?

Yes. ADCES is a recognized CE provider by the CBDCE.

Can I reprint past CE certificates?

Yes, you can find your past CE certificates at this link: [Claim Your CE Credits/Certificates](#)

If you any questions regarding your CE, please contact CEapplication@adces.org.

MOBILE APP**Will there be a mobile app?**

Yes. The ADCES26 mobile app will be available in July 2026.

You will log in using the email address and confirmation number from your registration.

Step-by-step login instructions will be sent to your registered email address in late July.

I can't find the ADCES26 logo in the ADCES Events mobile app. What should I do?

The ADCES26 mobile app will be released in late July 2026, and you will receive an email once it is ready to access.

If you are attempting to access the app after receiving the notification email and do not see the ADCES26 logo:

- Try deleting and reinstalling the ADCES Events mobile app
- Reopen the app to refresh available events on your device

I need help with the mobile app. Who should I contact?

Email meetings@adces.org and include screenshots of any error messages for faster troubleshooting.

Onsite, visit the registration desk or ask any ADCES staff wearing ADCES-branded shirts or cardigans for help.

MISCELLANEOUS

How can I support the conference on social media?

Use the official hashtag #ADCES26