

FMCA

Your RVing Family



FIRST-TIMER'S GUIDE

TO

**FMCA'S 109TH INTERNATIONAL
CONVENTION & RV EXPO**

Presented By



Welcome To Your First International Convention!

First-Timers Arrive August 12 Departure August 18 By 12 p.m.

We are thrilled that you'll be joining us for this great event and hope you are excited to be joining thousands of other like-minded RVers in Redmond. This booklet is designed to help guide you through your first international convention and provide information you might only learn through experience.

Before Departing For Redmond. . .

- Review the contents in your Confirmation Packet. Make sure you received a Parking card and a Date of Entry card, your Check-In & Location QR Code card (with correct name), your First Timer window placard, and name badges for those attending. If you received incorrect credentials or if there is a problem with your badges, call the Events Department at (800) 543-3622.
- Read the Confirmation Guide included in your Confirmation Packet. This booklet includes information that will make for a worry-free journey to the grounds and provides a general idea of what to expect when you arrive, where to place your RV credentials in the windshield, etc.
- Visit FMCA.com for information regarding the event. Beginning several months prior and leading up to the event, the site will be updated with information about things to do in the Redmond area and more event-specific information. We'll post activities that have been planned, the featured entertainment, event and seminar schedules, and a list of vendors.
- You'll have the opportunity to make many new friends at the event, but why not invite other RV-owning friends to register and join in the fun? By coming with others you know, you'll be able to share the experience with friends with whom you are familiar and comfortable.
- Before heading to Redmond or as you near the site, empty your gray and black holding tanks and fill your freshwater tank. An off-grounds dump station will be available nearby; fresh water will be available on site; and septic and water service from a contracted company will be available for a fee if you need the service(s). But you'll find it much easier once you arrive if you don't have to worry about emptying and/or filling these tanks.

Arriving In Redmond

If you arrive day(s) early or after 5:00 p.m., proceed to the Welcome Area

- Your parking credentials will indicate the type of parking you chose when you registered. Follow the directions in the Confirmation Guide to get to the Welcome Area. The Welcome Area is also where you can pick up Will Call credentials or wait for friends with whom you would like to park.
- Prior to arrival, tape your parking credentials to your windshield so the Parking Team volunteers can quickly identify the type of parking you requested. Once parked, tape the QR Code Card to your windshield/windor so it can be scanned.

- Upon arrival, if you have a towed vehicle (car), please unhook it and have your co-pilot or another member of your party drive it separately so as not to hold up the parking operation once you arrive at your parking site. We will have a location for you to unhook if you are unable to do so before arriving.
- Follow the Parking Team volunteer to your spot and park as directed. If there's a problem, have it resolved after you are parked to allow the parking operation to flow smoothly. If you believe you've been parked in an incorrect area, exit your RV, find one of the Parking Team volunteers, and calmly discuss your situation. If the issue cannot be resolved in the parking area, ask to be taken to the Information Center to speak with someone at the information/registration desk.

Getting Started

- The event program included in your National Indoor RV Centers Welcome Bag has all the information needed to navigate the convention. The program includes the schedule of events; descriptions for the seminars; a list of vendors and where they can be located; and much more. An electronic version of the program will be available on FMCA.com several weeks prior to the event for early planning purposes. Take note of the Program Change/Add sheet in your Welcome Bag. During the show, program changes will appear in the *Deschutes Current* newsletter, the Text Messaging Service, and the FMCA Event App.
- Visit the FMCA Information Center in the North Sister Building where you can pick up your pre-ordered Convention T-Shirt, **"Adventure Peaks" Presented By Beaver Coach Sales** tumbler, and/or Magic Mile swag. Sign-up for games, septic or water service, preview the craft photos, and purchase available Ladies' Luncheon tickets. Find out what to do while in Redmond, and more!
- Be sure to stop by the "High Desert Hangout," also in North Sister, to visit with other first-timers and attendees on Monday and Tuesday before the start of the show. Have fun playing games, hamming it up at the photo booth, meeting others, and relaxing in a friendly setting.
- For many, including convention veterans, one of the most difficult parts of the experience is figuring out where seminar rooms and activity areas are located. Included in your Welcome Bag will be two fold-out ShadePro Supplemental Grounds Maps. Use the map to familiarize yourself with the grounds. Since most attendees are parked a day or two before the event starts, you might find it helpful to tour the grounds to orient yourself with the locations of the various activity areas. If you have a bike, bring it. It's the best way to get around.
- As you review the schedule, you may be overwhelmed by the number of activities during the event. You will want to do it all; resist that temptation. It's impossible. With more than 100 seminars scheduled, a large selection of RVs to look through, a vast array of products to check out in the exhibit hall, entertainment, social gatherings, and time spent enjoying the company of other attendees, you'll find that your days will disappear quickly. So, as you review the schedule, highlight those activities that mean the most to you and create your list of "things to do." This will help ensure you do not miss a seminar or activity that may have drawn you to Redmond in the first place.

Seminars

There are many reasons RV owners attend FMCA International Conventions, but the one cited most is the seminar program. These sessions allow attendees the opportunity to learn more about their RVs and the lifestyle possibilities that they afford. The array of educational opportunities extends from super technical to just plain fun. However, as a first-time attendee, there are specific seminars that you or your traveling partner (or both) should make every effort to attend. Below is a list of those seminars.

- Ask The Experts
- Engine Maintenance (Cummins)
- RV Driving Safety Tips
- FMCA Benefits and FMCAssist
- Supplemental Towed Car Braking
- Suspensions — Coach Ride And Handling
- I Want Or Have Solar; What Do I Do Now?
- Don't Call A Tech
- Understanding RV Air Brakes
- RV Weight And Tire Safety
- Generator Maintenance
- Tire Knowledge and TPMS
- RV Fire Safety
- Tire Knowledge for the Trailer Owner
- Solar Made Simple (Beginner)

Orientation For First-Time Attendees

Tuesday, August 13 at 2:00 p.m. — First Interstate Bank Arena

Presented by FMCA National Senior Vice President Paul Mitchell before the event officially begins, first-time attendees will be introduced to the fun, spirit, activities, and opportunities at the **“Adventure Peaks”** convention. Be sure to bring your program and map (included in your Welcome Bag) and wear your “First Time Attendee” ribbon. Discover what an FMCA International Convention is all about.

Mentoring Program

We know how being a first-timer and not knowing how “to do” an FMCA convention is difficult. That’s why we developed the FMCA Mentoring Program. You may receive an advance call from a Mentor to check in on you. On site, these veteran convention-goers, identified by their large bright white “FMCA Mentor” button, can help answer your questions and provide guidance through their experience. Don’t be shy; these volunteers are ready and willing to help make your **“Adventure Peaks”** experience fun and exciting.

Questions Before The Event?

Since this is your first time attending an FMCA International Convention, you are bound to have questions. Hopefully, many of your answers were in this or the Redmond Confirmation Guide. If not, another source is the “FAQs” page found by visiting FMCA.com. And Check out one of our First-Timer YouTube videos on FMCA.com in which we answer questions from first-timers. Or call us at (800) 543-3622 or send an e-mail to convention@fmca.com, and we’ll be happy to help answer your questions. Enjoy the event!