

General Conference Information

Registration Fees

Full Conference Fees

	<i>On or Before</i> Friday, March 2, 2007	<i>After</i> Friday, March 2, 2007
Members	\$400	\$450
Non-Members	\$450	\$500

One-Day Fees

	<i>On or Before</i> Friday, March 2, 2007	<i>After</i> Friday, March 2, 2007
Thursday or Friday	\$195	\$245
Saturday	\$100	\$150

Early Bird fees apply on or before Friday, March 2, 2007 after that date the regular fees apply.

Registration fees includes:

Wednesday Evening: Welcoming Reception all are invited.

Thursday includes: breakfast, two coffee breaks, lunch, all plenary and concurrent sessions for the day.

Friday includes: breakfast, two coffee breaks, lunch, all plenary and concurrent sessions for the day.

Saturday includes: breakfast, one coffee break, all plenary and concurrent sessions for the day.

* Students please contact the office for student rates. Note you must be a full time student to be eligible for a student rate. info@ombudsassociation.org

Dress

Dress for the entire conference is "business casual".

Cancellation/ Refund Policy

Notice of cancellation must be in writing via facsimile or e-mail. Cancellation by telephone is not allowed. To cancel via e-mail, send the cancellation notice to: info@ombudsassociation.org To cancel by fax send to +1 (908) 842-0376. If you must cancel your registration, you are encouraged to send a substitute to take your place. Please contact the office and notify us of the change so we can arrange for a name badge.

If you cannot find a substitute to take your place, please refer to the following cancellation policy:

10 business days prior to the course - 100% refund

5-9 business days prior to the course - 50% refund

0-4 business days prior to the course - No refund

Special Events

Welcome Reception

Please join us from 6:00 - 8:00 pm at the Adam's Mark Hotel for the Welcome Reception. We certainly hope to see all conference attendees at this gala affair where we can share food and fun together. Guests can network, catch-up with old friends, make new friends, and make plans for dinner or sight-seeing in beautiful St. Louis. The Welcome Reception will feature heavy hors d' oeuvres and beverages. A cash bar will be available for beer and wine.

Special Educational Networking Dinner Event

Join your colleagues on Thursday night for an additional opportunity for education and networking. Registration for the Special Educational Networking Dinner, Riverboat Dinner Cruise, is separate from the conference registration fees. Tickets are \$55.00 per person for conference attendees and their guests and includes dinner, soft drinks, and a cruise aboard the Gateway Arch River Boat. Ticket must be purchased prior to Monday, April 2, 2007. Ticket requests submitted after April 2nd will be based on availability, and on-site tickets requests may not be an option, so please plan accordingly.

Join us for a spectacular Mississippi River cruise aboard the Tom Sawyer or Becky Thatcher. These replicas of 19th century steamboats combine the traditional charm of days gone by with the modern conveniences of the 21st century. Located within walking distance of both the Adam's Mark Hotel and the Gateway Arch, Gateway Arch Riverboats offer downtown St. Louis' most unique entertainment, with a variety of river excursions. Enjoy a relaxing dinner while jazz musicians provide an entertaining backdrop. This will be a memorable cruise, with spectacular views of the world-famous Gateway Arch and the beautiful St. Louis skyline.

Wednesday,
April 11, 2007
6:00 - 8:00pm

Thursday,
April 12, 2007
6:30 - 9:30pm

About St. Louis

St. Louis History

St. Louis' signature attraction – **the Gateway Arch** (www.gatewayarch.com) – is now 40 years old. Opened in 1965 to honor President Thomas Jefferson and his vision of a continental United States.

Jefferson sent explorers **Meriwether Lewis & William Clark** from St. Louis to chart the new Louisiana Territory in 1804. The westward movement of Americans through St. Louis – **“the gateway to the west”**.

This was the Mississippi River Mark Twain came to know as a riverboat pilot and later as an author.

To honor St. Louis' role in the westward expansion of the United States, civic leaders planned a grand World's Fair – the Louisiana Purchase Exposition, which took place in 1904. The celebration, held in Forest Park attracted 20 million visitors and exhibits from 43 countries over seven months. The park was transformed into a glittering expanse of palaces and attractions. Popular new foods, including the ice cream cone and iced tea, were introduced to a wide public at the fair. Scott Joplin's new ragtime music enthralled visitors and the song (and later the Judy Garland movie) “Meet Me in St. Louis” summed up the most glorious time St. Louis had ever seen.

The first International Balloon Race was held in St. Louis in 1908 and less than 20 years later aviation was still in the forefront when Charles Lindbergh captured the world's imagination by crossing the Atlantic non-stop. His 1927 solo flight from New York to Paris took place in an airplane nicknamed “Spirit of St. Louis” thanks to the financial backing of local businessmen.

St. Louis continued to prosper as a major industrial center with more than 100 breweries operating in the city. **The largest brewer, Anheuser-Busch** (www.budweisertours.com), maintains its world headquarters in St. Louis today and offers free tours of its historic complex just minutes south of the Arch.

America's Musical Corridor Tour

America's Music Corridor links the three river cities of St. Louis, Memphis and New Orleans and offers visitors the chance to experience the roots of America's music in one easy trip. This fascinating corridor gave birth to the Blues, as well as Jazz, Ragtime and Rock 'n' Roll. Here's a toe-tapping tour of St. Louis' rhythmic sites.

Where Can You Go For Free? In most cities, not far.

Luckily, St. Louis is not most cities. Here you will find more than 60 fascinating things to do at no cost to you. We kid you not. You can have fun for days and spend nothing—nada, zip, zero. These locations are not lightweight freebies, they are some of the best attractions in town.

Adam's Mark St. Louis

4th and Chestnut Street St. Louis, MO 63102
Phone: +1 314-241-7400

The Adams Mark is offering a special **IOA group rate of \$119 single/double and \$139 triple/quad + tax**, based on availability within the group block. The group room rate includes complimentary high-speed internet access in all guest rooms and is applicable 3 days pre and post conference, based on availability. All reservations for arrival after 6:00 pm must be accompanied by a first night room deposit, or guarantee with a major credit card

To receive the group rate you **must make your hotel reservations by Friday, March 9, 2007**. Call 1-800-444-2326 and make your reservation under “The International Ombudsman Association”/Group Code: ioaioaa or you can make reservations online. Follow this link below and you will be directed to the property's home page with the code already inserted in the appropriate field. Once on the Adam's Mark website, enter your arrival date to begin the reservation process.

The Adam's Mark is located downtown, across from the Gateway Arch, in the heart of the city's business district. The hotel is also 20 minutes from Lambert-St. Louis International Airport and within walking distance of The Edward Jones Dome, Busch Stadium, Laclede's Landing, and the St. Louis Centre.

Hotel Reservation Information



Area Airport: Lambert–St. Louis International Airport. <http://www.lambert-stlouis.com/> The conference hotel, the Adam’s Mark, is approximately 20 minutes from Lambert–St. Louis International Airport.

To view the airport layout for ground transportation Layout click here
<http://www.lambert-stlouis.com/index/ground.html>

Public Transportation:

Shuttles: Shuttle vans and buses operated by off-airport companies are a popular and convenient transportation option. Shuttle service is available at the Transportation Plazas and curbside at the Commuter Terminal.

TransExpress the preferred choice of travelers and Official Shuttle Service of St. Louis City
<http://www.transexpress-stl.com/Pages/airport.html> Service is available every 20 minutes between Lambert International Airport and every hotel in the downtown area.
Aprox. Rates: \$15 per person (one way - downtown) / \$25 per person (round trip - downtown).

From the Airport: Depart the concourse and proceed to Baggage Claim area of the Main Terminal. Our Main Counter is located near exit MT-12. For Southwest Airlines we are located in the East Terminal lower level near Information booth. (For assistance proceed to any of the Hotel/Motel Reservation boards, pick up courtesy phone and dial 91)

From a Hotel: Just dial (314) 427-3311 and a customer service associate will schedule a departure reservation per your request. Airport Return Departures, To schedule your return reservation to the airport from select downtown hotels we suggest you call at least 4 hours prior to your desired departure time. Remember, airlines recommend you arrive 2 hours before your flight.

Taxicab Service: If you need a taxi, there are many companies that provide taxicab service to and from Lambert-St. Louis International Airport. Aprox. Rates: \$30 - \$40

Driving Directions: From Lambert–St. Louis International Airport, take I-70 east to Memorial Drive. Turn right onto Market Street. Turn right onto Fourth Street. Turn right onto Chestnut.

Click here for MapQuest Directions: <http://www.mapquest.com/maps/map.adp?country=US&countryid=250&addtohistory=&address=315+Chestnut+St&city=Saint+Louis&state=MO&zipcode=63102&submit=Get+Map>

VISA Information

We want to make you aware of important visa Information that might impact your attendance at the meeting. If you are planning to attend the Conference and you require a visa for entrance into the United States, please be advised the processing time to secure a visa has substantially increased due to security issues. Consulates in some countries are now taking several months to process visa applications. Please consider this and allow enough time for visa processing.

Please see the notice below from the U.S. Department of State Bureau of Consular Affairs
http://travel.state.gov/visa/visa_1750.html

“Visa applications are now subject to a greater degree of scrutiny than in the past. Applicants affected by these procedures are informed of the need for additional screening at the time they submit their applications and are being advised to expect delays. The time needed for adjudication of individual cases will continue to be difficult to predict. We recommend that individuals build in ample time before their planned travel date when seeking to obtain a visa.”

“We recognize that these delays are having an impact on visa applicants, and we have already had success streamlining the process, consistent with our security and legal responsibilities. The State Department is working hard with other government agencies to rationalize clearance procedures in ways that continue to protect US borders, our first priority, while facilitating legitimate travel.”

If you are planning to attend the 2007 Conference, we urge you to apply for your visa immediately.

For International members arriving a few days prior to the conference, or leaving after the conference, the Hotel will honor the group room rate three days prior and post conference based on availability.

SESSION ABSTRACTS

In an effort to keep conference costs reasonable for all attendees, printing costs are being minimized by condensing the final printed program book. In the past, session abstracts have been included in both the registration brochure and final program book distributed at the conference. This year all conference attendees are asked to please bring this registration brochure to refer to session abstracts while at the conference as these will not be included in the program book. Although you may use the registration brochure for reference for session abstracts, please be aware that there may be schedule changes between the time the registration brochure is printed and the actual conference. The program book distributed at the conference will contain the final schedule.

Moderators of each session will help match number of attendees to seating and space available for each presentation format. We apologize that these limitations may not allow everyone to attend every session desired, however we believe it facilitates a more effective presenting and learning environment. We appreciate your understanding and patience in honoring these limitations.

TERMINOLOGY

Although “ombudsman” is used throughout this brochure, the term ombudsman is used to communicate to the widest possible community and is not intended to discourage others from using alternatives. IOA respectfully acknowledges that many practitioners use alternative forms of this word.

ETHICS and STANDARDS of PRACTICE

The organizational ombudsman is mindful of the standard of practice, and the element of the IOA Code of Ethics, which states:

An ombudsman should not use the names of individuals or mention their employers without express permission. The ombudsman, as a designated neutral, has the responsibility of maintaining strict confidentiality concerning matters that are brought to his/her attention unless given permission to do otherwise. The ombudsman holds all communications with those seeking assistance in strict confidence except in the presence of an imminent threat of serious harm.

We hold these principles to be essential in all professional discussions including those at the conference.