



Frequently Asked Questions

What airport should I use?

The local airport is Denver International Airport (DEN) and is approximately 26.5 miles and takes approximately 34 minutes from the Colorado Convention Center located in Downtown Denver.

What should I bring with me to the conference?

- Please bring credit/debit cards, as some establishments in Denver are cashless.
- The Convention Center accepts cash and all major credit/debit cards.
- Please also consider packing masks, sanitizers, and cleaners.
- Layered clothing and jackets. Denver is beautiful in the Spring, but the weather varies.
- Check this [weather link](#) prior to, as temperatures average 58 for the high and 21 for the low.

Do the hotels require a credit card when checking in?

Yes, conference hotels require a valid credit card for incidental fees. Once your hotel reservation is booked, you may contact the hotel directly to find out what they charge for incidental fees, so you're prepared ahead of time.

What time zone is Denver?

Denver is on Mountain Daylight Time (MT).

How do I get from the airport to the conference hotels?

At a cost of \$10 each way, travelers can use the A Line to get from the airport to downtown Denver Union Station and vice versa. From Union Station, travelers can access additional local and regional transportation services, such as light rail, regional and local buses, Amtrak rail service, taxis and the free 16th Street Mall shuttle (MallRide) and free downtown MetroRide buses that provide access to most downtown hotels. The rail line takes approximately 40 minutes from the airport to downtown Denver. To learn more on how and where to purchase tickets, accessibility and where to catch the A Line, visit [Denver Airport Train & Light Rail](#) | [VISIT DENVER](#)

EMERGENCY INFORMATION

Colorado Convention Center Security

- 24-hour Security dial 200 from any house phone
- 24-hour Security phone number 303.228.8030
- 24-hour Security entrance located at Welton Street and 12th Street

For all life-threatening emergencies, call 911 and also notify the Convention Center Security with your location and exact needs

EMT Services

EMT Medical Paramedics are onsite at the Convention Center during all conference hours. They are located on Level 3 on the Stout Street side of the building past the 500 meeting room corridor.

If there is a medical emergency but it is not life-threatening, please call Convention Center Security and they will radio for the EMT to come to your location.

Closest Medical Facilities

Denver Health Level 1 Trauma Center

1.3 mile

777 Bannock St.
Denver, CO 80204
303-436-6000
www.denverhealth.org

Saint Joseph Hospital

1.6 miles

1375 E 19th Ave.
Denver, CO 80218
303-812-2000
www.saintjosephdenver.org

Children's Hospital Colorado Uptown

1.7 miles

1830 Franklin St.
Denver, CO 80218
720-777-1360
www.childrenscolorado.org/locations/uptown-denver-outpatient-care/

Other options:

- If you are using Uber, Lyft, a taxi or public transportation such as the Metro or bus for transportation to and from the airport please visit this link for information: [Getting To & From | Denver International Airport](#).
- You can also check local fares of ride share programs on <https://ride.guru/>
- For more information regarding getting around Denver via the metro or bus system click here: [Denver Public Transportation](#)

What are the conference hotels?

NSTA has contracted with several downtown Denver hotels. Please visit the NSTA housing page at [2024 Denver Housing](#) for information.

Who do I contact if there are problems with my housing reservation?

Please confirm your [housing reservation](#) prior to arrival. If you have any questions or encounter any difficulties upon arrival, contact:

- **IMN Solutions**, between 9:00 AM and 7:00 PM Eastern Standard Time, Monday–Friday, at (571) 579-3867 or nstahousing@imnsolutions.com.

Where is the conference located?

Conference Services, the exhibits, the NSTA Hub/Store, most sessions, and events will be located at the **Colorado Convention Center (CCC)** at 700 14th St, Denver, CO 80202. Although most meetings and event will be at the CCC there will also be some held at the [Hyatt Regency Denver at Colorado Convention Center](#) at 650 15th St, Denver, CO 80202.

Where can I find lactation rooms?

The protocol for gaining access for the nursing mother to go to the Atrium (white-tiled area) and speak with one of the Convention Center’s Guest Services Greeters. The greeter will escort the nursing mother to the “Mother’s Room” and confirm it is unoccupied before granting access.

Will we have access to WiFi during the conference?

The Colorado Convention Center provides Complimentary Wi-Fi on the street level and all meeting rooms, but not in Exhibit Halls or Ballrooms. The Complimentary Wi-Fi runs at 1 Mbps and is not high speed. It is only good for basic web browsing and checking emails.

1. Open Wi-Fi settings on your device and select “Complimentary Internet”.
2. First time users will be asked to create an account and verify their email address to get connected.

When does the conference begin and end?

Registration opens at 10:00 AM on Wednesday, March 20. The Opening Reception and Keynote to kick off the conference begins Wednesday at 4:00 PM. The conference officially ends on Saturday, March 23, at 3:15 PM.

What do I do if I have not received my registration confirmation e-mail?

- Before arriving at the conference, please contact us at reg@nsta.org.
- At the conference, please visit Conference Services located just inside the entrance of **Exhibit Hall A**.

What are the hours for Conference Services?

Conference Services will be open during the following hours:

Wednesday, March 20	10:00 AM - 6:00 PM
Thursday, March 21	7:00 AM - 5:00 PM
Friday, March 22	7:00 AM - 5:00 PM
Saturday, March 23	7:30 AM - 1:00 PM

What are the Exhibit hours?

Located in the Exhibit Hall A which is located on the 2nd floor of the convention center, Exhibits will be open during the following hours:

Thursday, March 21	11:00 AM - 5:00 PM
<i>*with exclusive Exhibit Hall hours, 11:00 AM-1:00 PM</i>	
Friday, March 22	9:00 AM - 5:00 PM
<i>*with exclusive Exhibit Hall hours, 11:40-1:20 PM</i>	
Saturday, March 23	9:00 AM - 1:00 PM

Lost and Found

Items found in the convention center will be taken to the conference services desk.

Parking

The Colorado Convention Center provides access to a 772-space onsite covered parking garage. The garage provides access to the Colorado Convention Center and the Denver Performing Arts Complex (DPAC).

The garage is open 24 hours a day, 7 days a week to ALL visitors and guests attending ANY event or business in the downtown area. If you are coming to a scheduled event in our facility, DPAC or any venue downtown, please arrive early and remember to use our quick and easy automated pay stations. We offer contactless payment through text or QR code. Once you have parked walk up to any pay machine and scan the QR code or use the text prompt to purchase parking.

For more parking details and to reserve a parking spot from your mobile phone visit denverconvention.com

Current parking rates:

- Park up to 8 Hours: \$12.00
- Park up to 12 Hours: \$15.00
- Park up to 18 Hours: \$17.00
- Park up to 24 Hours: \$25.00