

CALLED FROM LIVING WATERS

A VIRTUAL EVENT TO RENEW OUR HEARTS AND SPIRITS

Why can't we have a normal, in person convention?

While we held out hope that an in-person convention might have been possible, there were far too many unknowns to overcome. Our number one concern in making this decision was the health of our members. Our second concern was our responsibility to any contracts with the Galt House Hotel, venues and vendors.

What is the cost of the Virtual Convention?

We are offering several different options for cost and access to this year's Virtual Convention. For more details please check out the Pricing Structure sheet.

Why isn't the Virtual Convention free?

This year's virtual convention includes a large amount of production, speaker and program costs. Whether virtual or in person, conventions are a large part of the current business model that ensures NPM's financial success. NPM is offering a complete 4-day virtual convention experience that provides the exact formation and informational opportunities of the in-person convention, including: breakouts; plenums; showcases; performances; a virtual exhibit hall; product resources; daily prayer experiences as well as new material!

I can't afford the registration cost of the Virtual Convention. What do I do?

If you lost your job due to the COVID-19 pandemic or you are experiencing similar financial hardship, please apply for our program scholarship. We have made the process even easier for you to apply to cover your convention registration. The application will be released on May 1.

What if the money I've already paid exceeds the cost of the event?

If you have already registered for the convention and are due a credit, several options will be offered. You will be notified soon regarding how you would like those funds directed.

What if I want to cancel my existing registration?

Please reconsider. NPM exists to support all music ministers and our 2020 budget relies on income from our convention to run programming throughout the year. Please take a close look at what is being offered in this virtual event before you decide to cancel. We assure you that we are working very hard to make this a worthwhile alternative to our in-person experience in Louisville. If your circumstances prevent you from participating, we invite you to consider other ways to apply your funds. More information coming soon.

Isn't there insurance for this? Why doesn't NPM have one of these policies?

Event Cancellation Insurance (offered within a Liability Insurance umbrella package) protects businesses against the loss of income if an event is cancelled. This type of coverage is very expensive - for an NPM convention, this coverage would cost thousands of dollars. NPM has avoided this type of coverage in order to keep registration costs down.

How will I access the convention?

NPM has a contract with the convention app builder we've used for the past few years to create a similar virtual convention platform. It can be accessed by many types of devices including iPads, tablets, smartphones, laptops and desktop computers. If it has access to the Internet, it should work. This virtual platform will allow for easy navigation in ways that will look very familiar to anyone that has used the convention app. There will be plenty of technical support!

What will a typical convention day look like?

One of the great advantages that our virtual convention offers is the flexibility in viewing. Each day will offer a schedule of livestreamed and pre-recorded events released throughout the day so you can plan to view different events as they happen or watch them at a more convenient time. If you desire full viewing access to the entire convention until September 15, you'll want to register at the Full Convention rate; otherwise, viewing flexibility will last until midnight on Tuesday, July 7 (for Tuesday Only Registration) or Friday July 10 (for Limited or Friend Add-on Registrations).

Will there be opportunities to interact virtually with other attendees?

Absolutely! Each day will offer the chance for people to interact in chat rooms to share questions, information and ideas with other attendees as well as interact with the presenters.

Will there be opportunities to read new music?

Again, absolutely! Our publishers are working hard to provide you with the most recent and up-to-date resources, including the very best new music available.

Can I attend pre-convention events?

Yes! Most of the pre-convention events will still be offered; however, many of them will take place on different days throughout the summer months. You can review the Add-On Pre-Convention Events list at the bottom of the Pricing Structure page. Dates will be finalized soon.

Will I be able to complete my cantor or piano certificate during this time?

While the process will certainly look different, it is our hope that certificate adjudication will take place this summer.

What if I still want a refund?

If after prayer and careful consideration you still desire a refund, the existing convention cancellation policy (full refund less \$50) will be honored and payable after July 27, 2020.