

2019 FROG International Rally

Frequently Asked Questions

Here are some of the questions that we've been getting regarding the FROG International Rally, along with the answers to them. We'll be adding more as time goes on.

When is this year's FROG International Rally?

The FROG Rally will be held August 11-17 at the Elkhart County 4-H Fairgrounds, 17746 County Road 34 (also called East Monroe Street), Goshen, IN 46528.

How do we register to attend the FROG International Rally?

Registration will open online on Thursday, April 18, at 12:00 noon EDT. The registration link will be under the "Events" tab for the FROG International Rally, or you can go to **www.frogrally.com**.

When registering, please select EITHER "RV with 2 Adults" or "RV with 1 Adult." Only use the "Additional Adult" option if you have more than two people in your RV. Use "Additional Child" for any children accompanying you in your RV.

If you submit a second registration later, for example to add a tour, **please be sure to use the same user name and e-mail address used on the original registration.** This assists greatly in making sure that the tickets on the two registrations are combined.

How much does it cost to attend?

The cost to attend the FROG Rally is:

Two Adults in an RV	\$600
One Adult in an RV	\$425
Additional Person Age 12 or Over *	\$175
Additional Person Under Age 12 *	Free
(* as of the FROG Rally opening date)	

Do you have day tickets available?

No. Tickets for the FROG Rally are sold as a package, including camping, meals, factory tours, entertainment, and everything else included at the event. Optional area tours are available at additional cost.

I just want to drop by and take in the seminars, shop the vendors, etc. Can I do that?

That would be unfair to those who have purchased a ticket to attend and who help to cover the costs of putting on the FROG Rally.

Can I camp somewhere else and come to the FROG Rally?

No, for the same reasons noted above.

Do we need anything special to register?

Please have your 17-digit VIN (Vehicle Identification Number) when you register. Even if your RV is not eligible for service, we will review every VIN to determine whether you have any outstanding recalls, and will attempt to address them at the FROG Rally. Getting your VIN at registration saves a tremendous amount of follow-up time and work.

Is there a cancellation fee?

Yes. Unfortunately we have seen many cases where someone reserves a site and holds it for months and then decides to cancel close to the rally date. In the meantime, others on the standby list have made other plans or have not gotten time off from work, and so are denied the opportunity to attend. As a result, we have instituted the following cancellation fees:

CANCELLATION POLICY

There is a \$100 registration cancellation fee until July 1.
From July 1 through July 31, cancellation fee is 50% of registration and tour fees.
On or after August 1, there are no refunds.

How do we register for optional tours at the FROG Rally?

You can register for the optional tours when you register for the FROG Rally itself. You can also come back and register for tours later IF THEY'RE STILL AVAILABLE. There are eleven tours available with about 780 seats in total, and they tend to fill up before the rally sites fill. There will be a standby list for both the FROG Rally itself and for the optional tours. There is an additional charge for the option tours. The cost of the tours is NOT included in your Rally registration fee. All optional tours include bus transportation, all admission fees and tips, and either lunch or dinner as shown in the tour description.

NOTE THAT TOUR TIMES OVERLAP, so you cannot attend two tours on the same day.

We are asking that you initially limit yourself to two tours in order to give as many people as possible an opportunity to participate in some of the tours.

For the first time, we have “early-bird” tours on the Friday and Saturday prior to the start of the rally. There's a dinner and theater trip to Das Essenhaus on Friday, because the play is sold out on Tuesday and Thursday, the nights that we have no dinner at the fairgrounds. The South Bend Cubs game and ballpark buffet is scheduled for Saturday because the team is out of town the week of the FROG Rally. We have an Amish Wedding Feast Dinner on Saturday as well, but it does NOT include the Brown Bag Tour, is scheduled for Tuesday and Thursday.

We'll post a separate list in advance showing all of the tours, including dates, time, features, and prices, so that you can review them to know what you want before registration opens.

If I have tickets for an optional tour and decide not to go, can I get a refund or sell my tickets?

We are not able to refund your tickets on optional tours at the event because we've already made all of the non-refundable payments. In the FROG Rally Office, located in the vendor area, there will be a bulletin board where you may post that you are trying to sell or buy tickets for a tour. The transaction is strictly between the seller and the buyer. HOWEVER, please let us know if you've sold tickets so that we can remove the seller's name and add the buyer's name to the tour roster to speed the boarding of buses.

Prior to the event, the cancellation policy will apply.

How do we register for factory tours? Is there a charge?

Tickets for factory tours will be available during on-site registration in Goshen. We will determine which factories we'll be touring base on plant schedules, number of each RV brand attending the FROG Rally, ability of each plant to handle a large group, and other considerations. There is no charge for factory tours. Bus transportation is provided.

Factory tours require closed-toe shoes, and we encourage you not to wear loose-fitting clothing.

If you're interested in a plant that isn't on our schedule, it MIGHT be possible to arrange a private tour, although we can't guarantee it. Please check with the sales staff in the RV display.

Will factory service be provided at the FROG Rally.

Yes. Factory service will be available to original owners of 2017 and newer model RVs. There will be a separate article on how to request service. All service requests are subject to approval by the manufacturing division. Please note that we have crews working outside on the fairgrounds, and there are some requests that simply cannot be completed there.

Can we arrive early? How do we make reservations?

Early parking begins Thursday, August 8. Except for members who are on the Parking and Registration Teams who are required to come in early for training and orientation, no early arrivals will be allowed before Thursday.

To make a reservation for early arrival, please call the Fairgrounds at (574) 533-3247. You will make payment directly to the Fairgrounds for early nights. No arrivals will be permitted prior to Thursday. EARLY ARRIVAL DOES **NOT** GUARANTEE THAT YOU WILL HAVE A FULL HOOKUP (SEWER) SITE.

Can we stay following the FROG Rally?

There is another group coming in about a week after the FROG Rally ends. Limited parking will be available until then. Please check with the Fairgrounds for availability at (574) 533-3247. You will make payment directly to the Fairgrounds for extra nights.

Are children welcome at the FROG Rally?

Children are always welcome at FROG events.

Are pets allowed?

Pets are allowed with normal restrictions. They must be on a leash, not left outside unattended, and the owner is responsible for cleaning up after them. Animals other than Service Animals are not allowed in any of the buildings on the Fairgrounds. If you are having service done inside of your RV, the pet must be crated or removed for the safety of the technicians, as well as to prevent your pet from accidentally escaping from the unit.

Do you provide a pet-walking service?

We do not have a pet walking service. However, in the past, some members have offered this service. Please check at registration to see if it's available.

Will we have electricity / water / sewer / full hookups?

All sites have either 30 or 50-amp electric service (we can't guarantee which one) and water. About 200 sites have a sewer hookup (we can't guarantee that you'll have one), and the rest will have the option for a free pump-out midweek. It helps if you can arrive with empty holding tanks. There is a place to dump if you need to empty your tanks on arrival. Please do not dump anything from your tanks on the ground.

Early arrival does not guarantee that you will have a full hookup (sewer) site.

How many meals are included?

The FROG Rally includes four dinners -- Sunday, Monday, Wednesday, and Friday – and six breakfasts, Monday through Saturday. In addition, each of our optional tours includes either a lunch or a dinner. The tours that include dinner are scheduled on Tuesday and Thursday so that you don't miss out on a dinner at the Fairgrounds.

Who will be catering the dinners?

Nelson's, who has been our caterer for six of the seven FROG International Rallies, will be catering all of our meals again this year.

Do you have meals for special diets – allergies, gluten-free, etc.?

Unfortunately, in serving nearly 18,000 meals during the week, we are not able to survey for individual diet needs and prepare special menus. There are likely some gluten-free and vegetarian items available at each meal (ask the caterer), but we do not prepare individual alternative meals.

Do you have reduced-price reservations if we don't want to have the meals?

No, the volume of people and the need to create meal tickets and monitor who does and does not have them is simply not practical. We ask that you wear your FROG Rally name badge, which is your ticket to all meals and activities except tours, which require a ticket.

Do you have reduced-price reservations if we just want to come for a few days?

No. If you make a reservation, you're welcome to stay for the week and participate in all FROG Rally activities. We are not able to use that site or transfer those meals to someone else.

Is handicapped parking available?

We have close-in parking available for folks with mobility issues so that you're close to meals, entertainment, vendors, seminars, etc. We don't require that you have a handicap sticker, just that you be honest about the need because of the limited number of spaces available. Handicapped parking does NOT guarantee a full hookup – in fact, the closest spaces don't have full hookups. If you have a MEDICAL NEED that REQUIRES a full hookup, please let us know when you register.

Will there be a Forest River RV display? Can I buy an RV there?

Yes, we will have a cross-section of Forest River products on display. If you're interested in seeing a brand or model that isn't on display (at our Dealer Expo in September, we display over 600 different models), it MIGHT be possible to arrange a visit to one of our plants to see it. Please check with the sales team at the display. You can speak with a sales representative at the display who can help you with arrangements for purchasing a unit during the FROG Rally. The sale will be routed through a dealer in your area in order to ensure the availability of follow-up service if it's needed.

Is alcohol allowed at the FROG Rally?

FROG does not serve alcohol at any of its events. However, if you are legal and are behaving responsibly and courteously, you may have alcohol to consume at your site, or to take to another campsite for consumption. You may also bring wine or another beverage to dinner for your private use. Please do not consume alcohol or have open containers around the grounds outside of a campsite, especially while using a golf cart or any other vehicle.

How can I volunteer to help at the FROG Rally?

Volunteers are always welcome and are the lifeblood of the FROG Rally. We have a lot of jobs that need to be done before, during, and after the event. These include parking; registration; setting up and cleaning chairs in the dining room and seminar areas; covering tables in the dining room; driving golf cart shuttles; loading buses for tours; hosting in the Rally Office; assisting vendors in locating their sites; and much more.

This year we have a place on the registration form where you can volunteer. We can't guarantee that we'll have spots for everyone who volunteers for parking or registration, but we'll certainly have plenty to do for anyone who volunteers. We'll start contacting volunteers to assemble teams shortly after registration closes. There will also be opportunities to volunteer at check-in and registration, or throughout the week at the Rally Office in the vendor area.

My friend and I want to park together. Can we do that?

We will try to honor requests for two or three people to park together, but we **MUST** know about the request ahead of time. You and your friend should both make a note giving each other's names under "Parking Requests" when you register, and must arrive at the fairgrounds together. We have a lot of traffic in the parking reception area, and we can't take the time to change parking assignments there. We park each area "hobo-style," with each unit going into the next available space, and we can't hold a space next to you for your friend to arrive later.

Will you park everyone with my brand together?

Over the past few years we have parked a few brands – primarily those with clubs that pre-date FROG or pre-date their acquisition by Forest River – together. We don't currently anticipate that we will park additional brands together.

May I attend the FROG Rally in an RV that wasn't built by Forest River?

No. FROG Rally attendees **MUST** be in an RV built by Forest River or one of its affiliated brands, including Coachmen, Dynamax, East to West, Palomino, Prime Time and Shasta. "SOB" (some other brand) RVs are not allowed. They will be turned away, and the reservation will be treated as having been cancelled by the owner with no notice and with no refund payable.

What do we do in case of inclement weather?

The Fairgrounds are equipped with a siren warning system in case of inclement weather. There are three designated storm shelter on the grounds:

- the basement restrooms on the west end of the Community Center, next to the Main Gate on Locust Street
- the Home and Family Arts Building on Maple Street
- the restrooms in the southwest corner of the dining room

Please make a point of locating these sites in advance of the unlikely chance of needing them.