



## Directors Conference December 8-11, 2019 Orlando, FL

### [Where should I stay?](#)

**Loews Royal Pacific Resort**  
6300 Hollywood Way  
Orlando, FL 32819  
407.503.3000

<b>Room Category</b>	<b>Single/Double Rates</b>	<b>Triple Rates</b>	<b>Quad Rates</b>
Run of House (Double Queen)	\$199	\$234	\$269
Run of House (King)	\$219	\$254	\$289

Rates are based on single/double, triple or quad occupancy. Please make your hotel reservations prior to Friday, November 15, 2019, by calling **407.503.3000** and mentioning **Credit Union Executives Society**.

The hotel will accept reservations after Friday, November 15, 2019, based on availability; however, rooms may be gone before then, so early reservations are recommended.

*\*Remember that all hotel arrangements are strictly between you and the hotel. In the event your flight is canceled, you are responsible for calling to cancel your room reservation.*

Check-in time is 4:00 p.m., and check-out is 11:00 a.m.

### **Tax Exemption Information**

Federal credit unions are exempt from the hotel room & occupancy tax when you pay for rooms directly with a company credit card that is billed to the credit union. The funds cannot be paid from a personal account.

Please have the exemption certificate, which is the last page of this document, and a copy of your credit union's tax-exempt status to give to the hotel at check-in.

### **Airport**

Loews Royal Pacific Resort at Universal Orlando is located approximately 15 miles from the Orlando International Airport ([MCO](#)). Approximate drive time is 30 minutes from the airport to the hotel.

### **Transportation**

A taxi from the airport is approximately \$60 one way. Shared ride services (Lyft or Uber, for example) are available and approximately \$30 one way.

## **Car Rental**

Hertz is the official car rental company for this meeting. You can take advantage of their discounted rates by placing your reservation online at [www.hertz.com](http://www.hertz.com) or through the Hertz Meeting Sales Desk within the U.S. at 800-654-2240; from within Canada call 800-263-0600 refer to Meeting CV#02ZG0015.

## **Parking**

Self-parking is \$12 per day.

## **Air Travel**

CUES conference participants may call Fox World Travel for airfare reservations at 888.691.9163 between 7:30 a.m. and 5:30 p.m. CST and reference Group Code 09AN57. Please note that a ticket processing fee of \$37 domestic or \$46 international will be added. CUES does not offer a discounted rate, but Fox World Travel will ensure the best pricing available for U.S. residents

## **What should I pack?**

Suggested dress for the conference is resort casual attire. Although we try to keep meeting room temperatures comfortable, we suggest you bring a sweater or jacket. Average temperatures this time of year are mid-70s during the day and mid-50s in the evening.

## **When should I arrive?**

The conference will begin on Sunday, December 8th with an Opening Reception for all attendees beginning at 6:30 p.m. The Pre-Conference workshop will begin at 1:00 p.m. on Sunday, December 8 (separate registration required). Sessions will conclude at 10:30 a.m. on Wednesday, December 11.

## **What will I learn?**

Visit [www.cues.org/dc](http://www.cues.org/dc) for the full agenda, session descriptions, and speaker bios.

## **What is available for my spouse/guest?**

**Spouse/Guest Program (separate registration required):**

Option One: Winter Park Tour

Monday, December 9, 2019

8:30 a.m. – 3:30 p.m.

\$495/person

The centerpiece of a lavish winter retreat since 1887, Park Avenue at Winter Park has long been a place for a relaxing stroll on famous brick streets and alleyways of nostalgic stores and cafes. Your tour includes a relaxing, one-hour scenic, open-air boat ride past Rollins College and luxurious homes along three beautiful lakes and canals. Every tour guarantees plenty of swaying palms, towering cypress trees, lush ferns and a variety of flourishing sub-tropical flowers. Breathtaking views of opulent private homes and exquisite estates sprawling along the shores are also a key feature of the scenic cruise. You will also have the opportunity to visit the Charles Hosmer Morse Museum of American Art, internationally renowned for the world's largest Tiffany glass collection, and a highlight of this fanciful excursion. There will be plenty of time to browse the exclusive boutiques and art galleries filled with one-of-a-kind treasures, as well as stores bearing the names of your favorite designers. Take a break at one of the Avenue's open-air cafes, or just sit in the park and people watch.

This package includes Sunday's Welcome Party and breakfast on Monday, Tuesday, and Wednesday.

Option Two: Art Corner/Characters in Flight Tour

Monday, December 9, 2019

8:30 a.m. – 3:30 p.m.

\$495/person

Embrace this fun-filled escape, offering two activities in one! Our group will be split into two smaller groups, who will take turns enjoying the Art Corner and Characters in Flight. The Art Corner showcases a variety of talented artists and their original artwork. You'll create your own design with floating inks on water, and head home with a custom-made scarf or framed piece of artwork.

You'll also have the opportunity to hover over Disney Springs from 400 feet in the air and be treated to stunning vistas up to 10 miles away, via the in the world's largest tethered helium balloon, Characters in Flight. Custom-built by Aerophile S.A., the Aero30 is filled with 210,000 cubic feet of helium. The balloon's 19-foot-diameter basket holds up to 29 people plus the certified pilot per flight. After lunch at the Industrial Gothic-style restaurant, The Edison, the group will have time to explore Disney Springs, which is brimming with unique boutiques, culinary surprises and lively entertainment.

This package includes Sunday's Welcome Party and breakfast on Monday, Tuesday, and Wednesday.

**Meal Plan Option (Separate registration required):**

Your companion is welcome to join you for the Welcome Party on Sunday, December 8, as well as breakfast Monday, Tuesday, and Wednesday. The cost for the meal plan is \$250. A badge is required for these meal functions.

**[What optional activities are planned?](#)**

**Pre-Conference Workshop (attendees only)**

Sunday, December 8, 2019, 1:00 – 3:30 p.m.

Member \$195; Nonmember \$395

"What Would You Do? Situational Strategies for Boards," Ancin Cooley, CIA, CISA, Founder and Principal, Synergy Credit Union Consulting, Inc.

As a board, you must be prepared for each potential situation your credit union may encounter. However, all too often boards are caught flat-footed during situations requiring their leadership. As a director, it's your responsibility to ensure your credit union has a playbook for ways to handle your most difficult situations. In this workshop, Ancin will address the pressing questions commonly asked by credit union boards, including:

- Our balance sheet is stagnant. How do we grow our loan portfolio?
- How do we improve income?
- Our CEO is being recruited by another credit union. What do we do?
- We haven't started preparing for CECL. What should we do now?
- Our CEO proposed a merge with another credit union. What should we do?
- What would you do if your credit union gets hacked?

**Optional Events for Attendees and Guests**

**Truffles & Trifles Cooking Experience**

Sunday, December 8, 2019

8:30 a.m. – 12:45 p.m.

\$195/person

This is your opportunity to experience Truffles and Trifles, the largest, most successful cooking school in the Southeast, and one of The Food Network's top five cooking schools in the country. To get things started, your team will select a menu from among several choices, and prepare two or three recipes, depending on the degree of difficulty. Professional chefs will be there to guide you through

the cooking process and answer any questions you have along the way. Then, the best part—you'll enjoy the meal you and the others in the group have prepared. You'll take home a PDF of all the recipes, so you can try your hand at creating them once you are home.

### Showcase of Citrus Tour

Tuesday, December 10, 2019

12:30 – 5:45 p.m.

\$195/person

Get ready for an adventure off the beaten path at the family owned and operated Showcase of Citrus estate, known for its world famous 100% Natural Orange Juice Slushy and Creamsicle. We'll start with lunch at a local gastropub. Then, it's off to the estate, which cultivates more than 70 citrus varieties. You'll tour the 2,500-acre working citrus and cattle ranch from 12 feet in the air, comfortably aboard a GIANT truck. These highly modified vehicles are massive and geared low to provide a safe and relaxing ride through native woodland, pastureland, groveland, and swampland. Sit back and relax in comfort while you learn about the estate's history and interesting Florida facts. Then, enjoy browsing at the Old Time Country Store and partake in wine tasting while you're there.

### Boggy Creek Airboat Rides

Tuesday, December 10, 2019

12:30 – 5:30 p.m.

\$195/person

Discover territory that remains unaltered by man in the wilderness of the Central Florida Everglades. Let our experienced Master Captains take you into the breathtaking beauty of natural wonders, including wetlands, cypress trees, and wildlife. Ride with a certified U.S. Coast Guard Captain and see Florida Alligators, turtles, birds and more in their natural environment. This safe, exciting and educational airboat ride is filled with surprises and fascination. View wildlife on a U.S. Coast Guard Inspected 17 passenger airboat. Each airboat tour is a unique experience and never the same. You will enjoy whisking across the surface of the water at speeds up to 45 mph while shooting between walls of tall grass. Before you embark on this adventure, enjoy a local BBQ buffet lunch with all of the fixins'.

### **What else do I need to know?**

#### **Attendee Registration Fee Includes**

- Welcome Reception (Sunday)
- Three breakfasts (Monday, Tuesday, and Wednesday)
- Luncheon on Monday
- All educational sessions and materials

#### **CPEs**

- Earn up to 16.5 CPE Credits
- Program Level: Overview
- Delivery Method: Group-Live
- Field of Study: Business Management & Organization
- Prerequisites: None

#### **Cancellation Policy**

ALL CANCELLATIONS MUST BE IN WRITING ([cues@cues.org](mailto:cues@cues.org)).

- Prior to 60 days – full refund
- 31-60 days before start of event – 50% refund
- 0-30 days before start of event – no refund

Substitute attendees are welcome, subject to eligibility. CUES reserves the right to cancel or reschedule the event due to unforeseen circumstances, and will refund fees if the event is rescheduled or location is changed and you are unable to attend.

**Questions**

If you have any questions or inquiries, please contact CUES Headquarters at 800.252.2664 or outside the U.S. call 608.271.2664, ext. 340 or email [cues@cues.org](mailto:cues@cues.org).

EXEMPTION CERTIFICATE  
TO BE USED BY FEDERAL EMPLOYEES

DATE: \_\_\_\_\_

SELLING DEALER'S NAME: ***Loews Royal Pacific Resort at Universal Orlando***

SELLING DEALER'S ADDRESS: ***6300 Hollywood Way  
Orlando, FL 32819***

I, the undersigned am an employee of the federal agency identified below. The purchase or lease of tangible personal property or services or the rental of living quarters or sleeping accommodations on or after \_\_\_\_\_(DATE[S]) from the business identified above is in pursuit of my employer's affairs. The Government of the United States either will pay the seller directly or will provide reimbursement to the employee for the actual cost of the purchase or lease of tangible personal property, services, or living quarters or sleeping accommodations made on this date(s).

Under penalties of perjury, I declare that I have read the foregoing and the facts stated in it are true.

\_\_\_\_\_  
SIGNATURE OF EMPLOYEE

\_\_\_\_\_  
NAME OF FEDERAL AGENCY

\_\_\_\_\_  
ADDRESS OF FEDERAL AGENCY

THIS CERTIFICATE MAY NOT BE USED TO MAKE EXEMPT PURCHASES OR LEASES OF TANGIBLE PERSONAL PROPERTY OR SERVICES OR RENTAL OF LIVING ACCOMMODATIONS FOR THE PERSONAL USE OF ANY INDIVIDUAL EMPLOYED BY A UNITED STATES GOVERNMENTAL AGENCY. PROPER IDENTIFICATION IS REQUIRED BEFORE THIS CERTIFICATE MAY BE ACCEPTED BY THE SELLER.