



Citygate Network Annual Conference and Exposition • Phoenix, Arizona • May 28-31, 2025

REGISTRATION FAQ

We're excited to introduce our new registration platform, RegFox, for this year's annual conference! With RegFox, you'll enjoy a streamlined process, a fresh look, and enhanced functionality to simplify your registration experience.

Questions covered in this document:

1. As a Citygate Network Ministry, how do I register a group for the 2025 Annual Conference?
2. How do I receive the Canadian ministry registration rate?
3. I am currently not a member ministry with Citygate Network, can I and/or my staff still register for this event?
4. Can my ministry/organization edit their group registration information?
5. Can my ministry/organization add registrants to their group later on?
6. Will all registrants receive the confirmation email or only the main registrant?
7. Is the billing registrant the only person who can add new registrants to an existing group registration?
8. As a Citygate Network member, can I register just myself?
9. Can I edit my/my team's registration information later?
10. What is your cancellation policy?
11. Can my registration be changed to someone else in my ministry?
12. What if I want to add, change, or cancel an Optional Program after I have registered?
13. What if an Optional Program or Tour fills up-how can I get a spot?
14. How do I register my spouse for a special rate?
15. What is the pricing schedule leading up to the conference?
16. How can I book my hotel room at the Arizona Grand?

First things first!

In the past, you needed to contact our office to make any updates or changes to your registration. Now, the person who completes the registrations (referred to as the "billing registrant") – whether that's for your group or as an individual – will create a RegFox account and have the ability to make updates and changes directly online!*

**Cancellations are the one change that still requires contacting our office directly.*

Now, on to your questions...

1. As a Citygate Network Ministry, how do I register a group for the 2025 Annual Conference?

Our new registration platform makes it easy to register large groups (up to 50 people) at once! More good news: by registering your group in multiples of 5 during our early-bird special (November 13 – December 14), you'll get every 5th person in that group registration FREE! Take advantage of this opportunity to bring more of your team to Phoenix!

1. **Visit** www.citygatenetwork.org.
2. **Click** on "Events" > "Annual Conference" at the top right-hand corner of the webpage.
3. **Read** all the conference details, then scroll down and click the "Register Now!" button to access our new RegFox registration platform.
4. **Select** the appropriate registration type for your first registrant. **Choose** your ministry from the drop-down menu. **Complete** the form with the registrant's information, selecting any optional tours or programs.
 - o *Important:* If you're registering others but not attending the conference yourself, please make sure to enter the contact information of each registrant, not your own. Your contact information will go under Billing!
5. **Before** entering billing information, click "Add Another Registrant".
6. **Repeat** step 4 for each registrant. (Pro tip: You can click a box to pull the previous registrant's ministry information into registrant #2).
7. **Finish** by entering the billing information.

Registering others but *not* yourself? No problem! Register your team, then from a link in the confirmation email, create a RegFox account. You'll be designated as the "billing registrant" for that order, and only the billing registrant can make updates or changes to these registrations.

***Not seeing your ministry name in the list? Reach out to Sreen at info@citygatenetwork.org for assistance!**

2. I'm with a Canadian Citygate Network Member Mission. How do I receive the Canadian ministry registration rate?

1. **Follow** the steps above to reach the registration page.
2. **Select** the "Ministry Member Registration" Option.
3. **Choose** your mission from the dropdown list.
4. **Select** Canada as your country.
5. **Fill out** the information, choosing any optional programs for each registrant.
6. RegFox will automatically adjust your conference rate to the Canadian member registration rate in the billing section.
7. **Repeat** this process for each person you are registering.

This rate is available during the early-bird "5th person free" promotion for Canadian Citygate Network ministry members. After the early-bird time promotion period (November 13 – December 13), the Canadian member rate will remain available regardless of when you register.

3. I am currently not a member ministry with Citygate Network. Can I and/or my staff still register for this event?

Yes! While our early-bird “5th person free” promotion is a benefit for current members, beginning December 14, a “Not Affiliated with Citygate Network” registration option will be available. Please refer to the pricing chart below. Follow the instructions above for registration steps and billing details.

Further Questions?

Reach out to Sereen at info@citygatenetwork.org and she'll be happy to help!

Interested to learn more about joining Citygate Network?

Contact Aly at alyz@citygatenetwork.org for details and options!

4. Can my ministry/organization edit their group registration information?

Yes! When a multi-registration (group) order is placed, the email used in the billing section (“billing registrant”) will have access to view or edit the registrations in that order.

- **Log in** to your account.
- Select **Registrations**.
- Click **View Details** on the registration you want to edit, then **Edit** for the specific registrant you want to update.
- You can adjust the registration type, sessions, or any other options allowed by the event organizer.

Note: If your changes result in an additional charge, you'll be prompted to either use the same card or enter a different card to pay the new balance.

For a video tutorial, click [here](#).

5. Can my ministry/organization add registrants to their group later on?

Yes, the billing registrant for your group can add registrants! (Please see the instructions above on how to edit your registration.) Note that any additional registrants will be charged the rate available at the time they are added. Refer to the pricing schedule below for details. We recommend registering as many participants as possible now to take advantage of the lower pricing and the "5th person free" offer during the early-bird period (before December 14).

6. Will all registrants receive the confirmation email or only the main registrant?

Yes! All registrants will receive a confirmation email, but only the billing registrant's confirmation email will include a billing receipt. **Remember:** Only the billing registrant can create an account and make any changes to registrations.

7. Is the billing registrant the only person who can add new registrants to an existing group registration?

Yes, only the billing registrant has access to add new registrants or make changes to an existing group registration. This ensures that all updates are managed centrally and securely through the original registrant's account.

If additional team members need to be registered later, the billing registrant can simply log into their RegFox account and add them directly. Keep in mind that new registrants will be charged the rate available at the time they are added.

Ministries can have multiple billing registrants. This allows different departments or individuals responsible for registering specific attendees to each have access to manage their assigned registrations. Each billing registrant will have their own RegFox account, enabling them to add, update, or edit their specific registrations as needed.

Note: In order to receive the 5th person free, registrants must be added by the same billing registrant.

8. As a Citygate Network member, can I register just myself?

Yes! To register as an individual:

1. **Visit** www.citygatenetwork.org.
2. **Click** on “Events” > “Annual Conference” at the top right-hand corner of the webpage.
3. **Read** all the conference details, then scroll down and click the “Register Now!” button to access our new RegFox registration platform.
4. **Select** the appropriate registration type. **Choose** your ministry from the drop-down menu. **Complete** the form with the registrant’s information, selecting any optional tours or programs.
5. **Finish** by entering the billing information. You will receive a confirmation email with further details.

Note: If you’re registering only yourself, you’ll be the billing registrant for your registration. Only the billing registrant can create an account and make any changes to their registration.

9. Can I edit my/my team’s registration information later?

Yes, the billing registrant can!

On the registration confirmation page and in the confirmation email, the billing registrant will find a link to claim their account. Clicking this link allows them to create a RegFox account.

Billing Registrant: Be sure to use the same email address you used to register. Once submitted, you’ll receive an email to activate your account. You only need to do this once. After creating your account, follow these steps to make changes:

1. **Log in** to your account.
2. Select **Registrations**.
3. Click **View Details** on the registration you want to edit, then **Edit** on the specific registrant.
4. You can update the registration type, email addresses, titles, network groups, dietary preferences, and add optional programs!

Note: If changes result in an additional fee, you’ll be prompted to either use the same card or enter a different one to pay the new balance.

For a video tutorial, click [here](#).

10. What is your cancellation policy?

Cancellations must be requested through our office. Cancellations made before April 28, 2025, will incur a \$100 fee per person. After April 28, the fee increases to \$150 per person. Refunds are only granted for family emergencies. Please note that in-conference and early-bird registrations are non-refundable.

However, instead of canceling and incurring a fee, your billing registrant can change your registration to another team member at no charge. See the question below for instructions on how to change your registration to someone else in your ministry.

11. Can my registration be changed to someone else in my ministry?

Yes! We're happy to offer this option. The billing registrant can follow these steps on the registration page:

1. **Log in** to your account.
2. Select **Registrations**.
3. Click **View Details** on the registration you want to edit, then select Edit for the registrant you wish to update.
4. Update the name, contact information, and any details for the replacement registrant. Adjust optional programs as needed.
5. Click **Save** at the bottom of the page.
6. After saving, return to the **View Details** page and click **Resend Email** to ensure the new registrant receives a confirmation.

12. What if I want to add, change, or cancel an Optional Program after I have registered?

Your billing registrant can add or change an Optional Program after registration, provided there is availability. They can also cancel an Optional Program if needed. Follow these steps:

1. **Log in** to your account.
2. Select **Registrations**.
3. Click **View Details** on the registration you want to edit, then select **Edit** for the registrant you wish to update.
4. Make the necessary changes.

Note: If the changes result in an additional charge, you'll be prompted to either use the same card or enter a different one to pay the new balance.

For a video tutorial, click [here](#).

13. What if an Optional Program or Tour fills up-how can I get a spot?

As people cancel or change their Optional Program choices, the registration website will automatically update the number of seats available. Keep checking back on our registration page to see if spots open up, and have your billing registrant register you for the program when available!

14. How do I register my spouse for a special rate?

Because we believe ministry is a family endeavor, spouses are invited to enjoy the FULL ACCESS experience at the conference! That’s right—general sessions, meals and dessert, track seminars, and the exhibit hall are all included, all for a special price of \$469.

Note: This rate applies to spouses who are not employed full-time at a member ministry. Spouse registration at this rate will be available after the early-bird period (starting December 14). However, you are welcome to register your spouse during the early-bird period at the \$549 rate, allowing them to count toward or even become the “5th person free” registrant!

15. What is the pricing schedule leading up to the conference?

The early-bird special is from November 13 – December 13, 2024.

\$549 per person rate for ministry members; every 5th person is FREE!*

** To qualify, for every four, full-time program registrations paid in a single transaction, the fifth registration fee will be waived. No refunds for cancellations as part of this promotion. Changing attendee information is permitted.*

Full-time Program Fees after December 13

	Dec. 14 – Mar. 14	Mar. 15 – May 16	After May 16
Ministry Member Rate	\$579	\$599	\$629
Canadian Member Rate	\$469	\$469	\$469
Enhanced Spouse Rate	\$469	\$469	\$469
Not Affiliated with Citygate Network	\$849	\$849	\$849

16. How can I book my hotel room at the Arizona Grand?

On November 13, go to www.citygatenetwork.org and click on “Events” > “Annual Conference” at the top right-hand corner of the webpage. A link to the venue will be posted on that webpage, and a link will be provided in the early-bird eblast that same day.

For general inquiries and further information about 2025 event registration, please contact our event registrar, Sereen Gaultieri, Database Manager with Citygate Network:
info@citygatenetwork.org | (719) 266-8300 x100.