



KNOW BEFORE YOU GO

The Five Star Institute welcomes you to Velocity 2024: A FORCE Conference in Nashville, TN! This guide contains beneficial information to help you prepare for the event. You may also visit the event website for additional information: <https://fivestarglobal.swoogo.com/velocity2024/home>

GENERAL INFORMATION

Location

Grand Hyatt Nashville

1000 Broadway
Nashville, TN 37203
(615) 622-1234

Time Zone

Nashville, TN time zone is Central Daylight Time (CDT).

Temperature

The weather in Nashville will be sunny and spring-like with highs of 71°F with lows of 38°F.

Attire

The general dress code for the event is business attire. As indoor environments tend to be cool, we encourage you to dress in layers or bring a sweater, jacket, or shawl and wear comfortable shoes.

Parking

Valet parking is available at the hotel. Daytime rates vary. Overnight valet parking is \$55 per night/vehicle.

ONSITE REGISTRATION

Event registration and the conference will be located on the 4th floor of the hotel. Follow the event signs off the elevator to the Summit Ballroom Foyer.

Desk Hours:

| | |
|---------------------|-----------------------|
| Wednesday, March 27 | 7:00 a.m. – 5:30 p.m. |
| Thursday, March 28 | 7:00 a.m. – 6:30 p.m. |
| Friday, March 29 | 7:00 a.m. – 4:00 p.m. |

***NOTE: Broker Master Class (8:00 a.m.) & REO Certification (1:00 p.m.) Registrants:**
Please check in at the registration desk prior to the start time for your class on Wednesday.

Event Badges

Upon arrival, please visit the registration desk to receive your event name badge. Badges are required for admission to all conference activities & areas.

QR Code – Use for Check-in and to Exchange Contact Info with Others

You will receive an email with an individual QR code unique to your event registration to use during check-in. It will come from Velocity | Five Star Events (noreply@vfairs.com). This QR code can also be found in your mobile app in the bottom menu bar of the Home Page. Please either save this QR code as an image on your mobile device or have the app or email open with the QR code to scan at the registration desk to receive your badge.

PRO TIP: You can use the QR code feature in the app to scan fellow attendees and exhibitors to easily exchange profile information! You can view your scanned Contacts, mark favorites, and jot down notes inside the app to review any time during or after the conference.

ONSITE RESOURCES

The Five Star Desk

The Five Star Events Team will happily assist you at any time throughout the program. The hospitality desk will be available to provide general assistance and handle any special requests you may have. This desk will also be where you will submit your completed gameboard that you will receive at registration if you choose to participate in the Velocity game. We look forward to serving you.

WI-FI

Wi-Fi connection is available to all conference attendees throughout the meeting space. To connect, select the network below, open a browser window and enter the password when prompted.

Network: **Hyatt_Meetings**

Password: **VELOCITY**

Download the Event Mobile App: **vFairs**

Use the **Vfairs** mobile app to search and chat with attendees, get the latest agenda, jot down notes, find out details on speakers and sponsors, scan scavenger hunt items, submit surveys and more.

1. Scan the QR code or click the link to download the latest version of the vFairs mobile app from [iOS Store](#) or [Google Play Store](#).
2. Login using the email you registered with.
3. Enter the 4-digit Verification Pin Code sent to your email to finalize login.
4. Edit your profile to upload a picture.
5. Save sessions to your agenda.
6. Search attendees in the Registrant Directory.
7. Make notes or chat directly with attendees to maximize your experience.



AGENDA

Conference Showguide

Preview the official [Agenda](#) to get an overview of each day's events and determine which sessions you plan to attend. The sessions listed below are the only conference activities that have restricted access:

RESTRICTED ACCESS:

- **Wednesday:** Pre-registration is **required** for the **Broker Master Class** and the **REO Certification**.
- **Thursday Morning Classes:** The **Class Pass** is **required** to attend the **six morning classes**. (Broker Master Class registrants receive the Class Pass.)
- **Thursday Morning FORCE CONNECT:** Invitation only for FORCE Members. Special instructions were sent to select individuals.

General Sessions & Breakouts

All general sessions and breakouts are open to all registrants and do not require any pre-requisites. Breakouts and Table Talks will be held as smaller interactive sessions where you can engage with thought leaders and colleagues on industry topics.

Meal Functions

- **Thursday's Welcome Luncheon & Keynote** will be served buffet style in Summit Ballroom E from **12:30 p.m. – 1:30 p.m.**
- Friday's Breakfast and Lunch will be served buffet style in Summit Ballroom D.
 - **Friday Hours:**
 - **Breakfast:** 7:30 – 9:00 a.m.
 - **Lunch:** 12:00 – 1:00 p.m.
- Coffee, soda, and water will be available in the Ballroom Foyer continuously throughout the day.

Receptions

Grow your network and make new connections!

- **WELCOME RECEPTION:** Thursday | 5:00 – 6:30 p.m. | Summit Ballroom Foyer
- **HAPPY HOUR:** Thursday | 4:00 – 5:00 p.m. | Summit Ballroom Foyer

FORCE Connect: Thursday | 10:00 a.m. – 12:30 p.m. | Summit BC

FORCE agents and brokers can schedule 5-minute meetings with active Asset Managers who meet their needs and criteria for a unique skillset. ***FORCE Connect is only open to FORCE Members.***

FORCE Expert Booth

Expert real estate professionals will be manning the FORCE Expert Booth during meals and networking time on Thursday and Friday. Stop by the booth to ask questions and get their feedback!

FSI Member Headshots

Need a new headshot? Five Star members can get their headshot taken at the conference during the following times:

- **Thursday** | 5:30 – 6:30 p.m.
 - **Friday** | 8:30 a.m. – 9:30 a.m. and 12:00 – 1:00 p.m.
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GRAND HYATT NASHVILLE

Hotel Check-In/Check-Out

Hotel check-in time is 4:00 p.m. and check-out time is 11:00 a.m. Guests arriving prior to check-in will be accommodated as rooms become available. The hotel will store baggage on a complimentary basis for guests prior to check-in or after check-out based on availability.

To view more details about the Grand Hyatt, visit: <https://fivestarglobal.swoogo.com/velocity2024/venue>

Dining Options

The Grand Hyatt offers various culinary experiences onsite. [Click here](#) for details.

- The Nashville Grange
- Lou/na
- Bar Continental
- Aurum
- Solstice
- Hummingbird Coffee Market

Want to dine offsite? The Grand Hyatt is surrounded by multiple dining options that are either within walking distance or a quick ride. See everything Nashville has to offer by searching for restaurants near the hotel through the event app.

TRAVEL TIPS

Air

We encourage you to reconfirm any air travel directly with the airlines 24 hours prior to departure in the event schedule changes have occurred. On your designated travel day, it is recommended that you arrive at the airport at least 1.5 hours in advance of your departure time due to increased TSA wait times.

Should air travel issues impact your event attendance, please reach out to us at Events@TheFiveStar.com.

Baggage

Domestic baggage fees will vary by carrier. Review the airlines website for approved carry-on sizes, weight restrictions and baggage fees.

Tip: All medications should be brought in your carry-on. Do not pack necessary medications in your checked bags.

Ground Transportation

Car Rentals

Rental car service counters are located on Level 1 of the Main Terminal at the North and South end, as you take the escalators down from Baggage Claim areas. See carriers and pick-up information:

<https://flynashville.com/ground-transportation#RentalCars>

Taxi

Taxis pick up in the Ground Transportation Center located on Level 1 of Terminal Garage 2. The flat rate to downtown is \$30. Click here for details: <https://flynashville.com/ground-transportation#Taxis>

Rideshare

Ride App vehicles pick up at the Ground Transportation Center on Level 1 of Terminal Garage 2.

- [Lyft](#) – Picks up in Ride App Zone A
- [Uber](#) – Picks up in Ride App Zones B & C
- [KreweCar](#) – Picks up in Ride App Zone D

Directions to the Ground Transportation Center:

- Exit the Main Terminal on Level 1 and turn right.
- Follow the sidewalk and pedestrian canopy to Terminal Garage 2. Overhead signs will direct you.
- The Ground Transportation Center is on Level 1.

CODE OF CONDUCT

Five Star Global (FSG) is committed to ensuring a safe and welcoming environment for all participants at all our events, virtual and live. Our expectation is that all participants:

- Exercise consideration and respect in your speech and actions.
- Refrain from demeaning, discriminatory, or harassing behavior and speech.
- Be mindful of your surroundings and of your fellow participants.

Unacceptable behavior from any participant at FSG events, including attendees, exhibitors and sponsors, will not be tolerated. If a participant engages in unacceptable behavior, Five Star Global may take any action they deem appropriate, including removal from the event, without an opportunity for refund.

CONTACT INFORMATION

For event questions, please feel free to contact us at Events@TheFiveStar.com.

For questions about the FORCE or membership inquiries, please contact Ben Stack at force@thefivestar.com.

SAFE TRAVELS AND SEE YOU IN NASHVILLE!