Join Presiding Bishop Lambert W. Gates, Sr. and delegates from across the globe for this unforgettable 6-day ingathering of inspiration, worship, learning, business, fellowship, and more. Orlando will never be the same!
Welcome to our first-ever preconvention information guide. This booklet, along with a brand-new website dedicated solely to our summer convocation provides as much information as possible ahead of our annual signature event. To truly be the great and influential organization that God has ordained the PCAF to be, we need all hands, hearts, and minds working in unity. I am making a special appeal for everyone to put their full support behind the vision of our presiding bishop to advance the Kingdom for maximum impact. I am looking forward to seeing everyone and believe we are going to experience a monumental move of God in Orlando, Florida!

As convention manager, my job is to ensure a seamless process, from negotiating with hotels for the best rates and accommodations to full execution of the actual event. When our planning team comes together each year, we strive to find destinations with state-of-the-art hotels that will provide the maximum worship experience as well as comfort and pleasure. Many factors come into play, however, that determine the level of quality and convenience we can bring to you. With that said, please be mindful of these important details:

- **REGISTER FOR THE CONFERENCE.** Having a large number of registrants is a good sign to hotels considering a contract with a group. It also helps underwrite the cost of the overall event, and you receive discounts and perks.

- **BOOK YOUR ROOM AT THE HOST HOTEL.** When you book outside the negotiated room block, the hotel loses revenue and we are possibly saddled with penalties.

- **PATRONIZE THE HOTEL EATERIES.** Rather than eating out, dine at the in-house restaurants. This is another factor of contract consideration.

- **BE TIP SAVVY.** Follow our tipping guide on page ten on who should be tipped and at what percentages. This is common courtesy and proper etiquette!

- **PARTICIPATE IN THE PCAF EVALUATIONS.** Your honest feedback on the overall conference as well as the seminars and other aspects of the event helps us better plan for future conferences.

- **YOUR BEHAVIOR MATTERS!** As members of the body of Christ and part of an international organization that promotes holy and ethical living, it is our duty to behave in a way that upholds the integrity of the PCAF and earns respect from everyone with whom we interact. Here’s a few pointers:
  - Respect the property and policies of the hotel and restaurants
  - Keep the noise level down in your rooms so that other patrons are not disturbed
  - Be pleasant and respectful to everyone, and ensure that your children and teens are modeling your good example!
FEE PER PERSON
- Children ages 5-13, $10
  ($50 flat rate for five or more kids in household)
- Teens ages 14-17, $20
- Adults ages 18-59, $45
- Seniors age 60+, $40

BENEFITS
- Discount on hotel room rate
- Complimentary internet in room
- 25% off at hotel restaurants
- 50% off parking
- Access to welcome reception
- Access to seminars and trainings
- Access to Hall of Fame Fitness (ladies only)
- Discounts at Rosen Fitness Center and Rosen Spa
- Conference bag and program book
- Conference packet for kids (ages 5-13)
- Discount on Tye Tribbett concert

REGISTRATION PERIOD
Registration (online and onsite) will continue throughout the conference; however, the rates will not change. It is best to register no later than July 10, since the conference bags and program books will be ordered by that time based on the number of registrants. There is no guarantee that there will be any left if you wait too long to register.

REGISTRATION DESK HOURS
Daily 9 a.m.-4:30 p.m. Closed during the dinner hour and during worship services.

Stop by the desk when you arrive to pick up your conference bag and name badge.

JUNE 25 IS THE LAST DAY YOU CAN BOOK A ROOM!

Have you registered?
www.pcaf.net/ihc/
**OPEN TO THE PUBLIC:**  
(No registration required to attend)

- Grand Opening service
- Morning and evening worship services
- Prayer services
- Presider’s unity prayer
- General business session
- Ordination service
- Sunday School
- Praise Rally*

*Free to attend but registration is required to participate in the count.

**REGISTRATION REQUIRED TO ATTEND:**

- Welcome reception
- Seminars and training sessions
- Hall of Fame Fitness for ladies
- Children’s sessions (ages 5-13)

**REGISTRATION REQUIRED TO RECEIVE:**

- Conference bag and program book
- Discounts on hotel room rate, restaurants, parking, hotel spa, and hotel fitness center
- Discount on Tye Tribbett concert

**EXTRA COSTS:**
The following require additional costs and are not included in registration or discounts:

- Sermon CDs and DVDs
- Vendor merchandise
- Special events and activity

**YOU DO NOT HAVE TO BE REGISTERED TO:**

- Access the PCAF app
- Apply for a scholarship
- Sing in the choir
- Use the PCAF code to order medical equipment
AIRPORT SHUTTLE
Rosen Shingle Creek contracts with Mears Transportation to make shuttle services available. To make your reservations, click the “Reserve” button on the conference website or visit mears.com. You can also call 855-463-2776.

APP
Watch for the PCAF app and be sure to download it to have the schedule of services and events at your fingertips!

ASK A QUESTION
If you need answers about the conference, click on the “FAQ” section on the conference website to ask a question.

ATM
For your convenience, there are two ATMs located in the Rosen lobby across from the Concierge.

BOOTS ON THE GROUND
Visit the “Boots on the Ground” page on the conference website to find out how you can serve with your time and talent during IHC19.

CAR RENTAL
The IHC does not have arrangements for car rental. You must make your own arrangements.

CDS AND DVDS
Sermon CDs and DVDs of the conference worship services will be available for purchase after evening services and at other times throughout the conference week.

CHECK CASHING
The Rosen Front Desk will cash personal checks that are made out to Rosen for up to $100 a day (maximum $300 per stay). Two-party and starter checks are not accepted.

CHILDCARE
Childcare is not provided for children younger than five at the IHC.

CONFERENCE PROGRAM BOOK
If extra books are available, they may be purchased at the registration desk for $25 a book.

DRUG STORES
CVS is located at Central Florida Parkway and International Drive, and Walgreens is located at Sandlake and Dr. Phillips Blvd, both just minutes from Rosen Shingle Creek.

EXTRA COSTS
You will want to plan for purchases such as sermon CDs and DVDs, merchandise from vendors, and access to special events and other activity not covered under registration.

FAST DAY
The presiding bishop has declared Wednesday, July 17 as the International Fast Day. All PCAF churches/members are requested to participate in this fast from midnight to 4 p.m. for the success of our 2019 conference.

FITNESS
Hall of Fame Fitness for ladies
Registration is required to attend the PCAF-sponsored Hall of Fame instructional fitness sessions for ladies.

Rosen Fitness Center
The Rosen Fitness Center is open to men and women for $10 a day or $20 for the length of your stay.

FLYER TEMPLATES
If you are an auxiliary in need of a flyer, you can download flyer templates specific to IHC19 to create your own. Find the templates under “Forms and Docs” on the conference website.

FOOD AND BEVERAGE
Only food and beverages purchased from the hotel may be served at meetings and events on the hotel property.

GRAND OPENING
Don’t miss the presiding bishop’s annual address, along with music, performing arts, and more at the official grand opening of the IHC2019 on Friday, July 26 at 9 a.m.
HOTEL ROOM

Booking
June 25, 2019 is the final day you can book a room.

Check-in/check-out
Daily check in time is 3 p.m. Check out time is 11 a.m. If you arrive before 3 p.m., the front desk can only accommodate you as your room becomes available. Calling ahead to make such arrangements will not guarantee that your room will be ready before 3 p.m.

Nonsmoking environment
Rosen Shingle Creek is a smoke-free environment. Guests who smoke in the rooms are charged a $350-a-day cleaning fee.

Number of people in a room
A maximum of four people are allowed to stay in a room.

Rates
The PCAF room rate for those who are registered is $135 per night. Rates begin at $175 per night for those who are not registered.

Suites
Room suites start at $400 a night. Contact mford@pcaf.net if you would like more information about reserving a suite.

Taxes
Room tax is 12.5 percent (6.5% sales; 6% occupancy).

INTERNATIONAL DAY

Monday, July 29 is International Day at the IHC. Everyone is encouraged to wear international clothing from any country to celebrate the PCAF as a growing international body. Wear your international dress throughout the day and/or to evening service.

KIDS
Children ages 5-13 who are registered receive their own conference packet and will enjoy a variety of planned activities and music and worship geared to their age level. See PCAF Kids on page 9 for more details.

LOST AND FOUND
Check the PCAF registration desk or dial “0” for hotel security 24 hours a day to be connected to the hotel’s Lost and Found.

MEALS
Meals are not provided at the IHC. All attendees are on their own during the breakfast, lunch, and dinner hours.

MEDICAL EMERGENCIES
The International Health Professionals Auxiliary in conjunction with the hotel’s emergency response team will respond to medical emergencies and illnesses.

MEDICAL RENTALS
You can order wheelchairs, scooters, oxygen tanks, shower chairs, and other medical assistance equipment through Orlando Medical Rentals. To receive a 20% discount on orders, use the code “PCAF.” To order equipment, click the “Reserve” button on the conference website or visit orlandomedicalrentals.com. You can also call 877-356-9943.

OFFERINGS
Your monetary offerings will help the IHC close out in good financial standing. You can give in person using cash, check, or debit/credit card, or online via the PCAF website or the Givelify app. Thank you in advance for your generosity!

ORDINATION EXAM
The ministers ordination exam is scheduled for Saturday, July 27 at 7:30 a.m.

OVERFLOW HOTELS
No overflow hotels are provided this year. If you are still looking for a room once the PCAF block is at capacity, you must do so on your own.

PARKING
Self-parking at Rosen is $9 per night if registered and $18 per night if not registered.

Valet parking is $26 per night, registered or not.

All parking has in and out privileges.

PRAISE RALLY
The IYC Praise Rally is open for all to enjoy. However, registration is required to participate in the count.

PRAYER
Prayer will be held everyday at 6 a.m. except for Monday, July 29, which is the presiding bishop’s unity prayer at 8 a.m. All prayer services, including the unity prayer, are open to everyone.
**FAST FACTS**

**REGISTRATION**
**Fees**
- Children ages 5-13, **$10**
- Teens ages 14-17, **$20**
- Adults ages 18-59, **$45**
- Seniors age 60+, **$40**

**Benefits**
- Discounts on hotel room rate, parking, restaurants, and Rosen fitness center and spa; complimentary internet in room.
- Access to welcome reception, seminars and training sessions, PCAF-sponsored fitness (ladies).
- Conference bag and program book.

**Desk hours**
Daily 9 a.m. to 4:30 p.m. (onsite). Closed during the dinner hour and during worship services.

**RESTAURANTS**
Registration is required to receive the 25% discount at the hotel restaurants. The discount does not apply to alcoholic beverages or pre-packaged grocery items.

**SCHOLARSHIPS**
The deadline to apply for the Elzie W. Young and the Tomie J. Jackson Scholarships is July 15, 2019. Scholarship interviews will be conducted on Sunday, July 28 at 8 a.m.

**SEMINARS AND TRAINING SESSIONS**
Registration is required to attend the seminars and training sessions. The sessions will not be recorded.

**WELCOME RECEPTION**
Registration is required to attend the welcome reception that will follow the grand opening service.

**SHUTTLE SERVICE**
No shuttle service will be provided this year (to/from hotel and other locations).

**SIGN LANGUAGE INTERPRETATION**
All morning and evening worship services will be interpreted for the deaf and hard of hearing. If you are in need of this service, ask an usher to direct you to the reserved seating.

**SPECIAL EVENTS**
Events such as concerts, luncheons, and other special functions are at separate cost and are not included as part of the registration or discounts.

**WORSHIP SERVICES**
Open to the public
All worship services are open to the public (no registration required) and will take place in the beautiful Gatlin Ballroom.

**Service times**
- Morning services are at 10 a.m.
- Evening services are at 7:30 p.m.
- Sunday services are at 11 a.m. and 7 p.m.

**Live streaming and Word Network**
All evening and Sunday services will be streamed. The Sunday morning service will have live coverage from the Word Network.

**VENDOR OPPORTUNITIES**
Vendor tables are available for those who wish to sell products. Click the “Vendor Registration” button on the conference website to complete the application.

**VOLUNTEERS**
See Boots on the Ground, page 6.

**WEBSITE**
Visit the IHC conference website at www.pcaf.net/ihc/ for all conference information.
Children ages 5-13 who are registered receive their own conference packet and will enjoy a variety of planned activities and music and worship geared to their age level. Additional activity along with a schedule will be announced closer to the conference. Be sure to check the PCAF Kids page on the conference website often for updates!

**PLEASE NOTE:**
Children must be registered to attend the sessions and activities.
Childcare for children younger than five is not provided.

**Registration**
$10 per child / Flat rate of $50 for five or more kids in household.

**KidCheck**
KidCheck will be used again this year. This is an efficient check-in and out system where parents can also communicate with leaders via their smartphones while their children are in the sessions. Watch the website and social media pages for an informational video.

**Sign up to serve**
If you are interested in working with the children’s program, sign up through Boots on the Ground or by contacting the children’s director. All workers must have a professional current background check in order to serve.
This information is based on current industry standards provided by TripAdvisor and other reputable sources:

From the moment you arrive at a full-service destination, a team will be there to take care of your every need. From driving you to and from the hotel to delivering luggage to your room, service industry employees depend on tips as an essential part of their wages. When they deliver prompt and exceptional service, it is customary and proper etiquette for you to reward them with a tip. On the flip side, do not feel obligated to leave a tip if the service was sub-par, but do speak to management instead of just ignoring the situation. Follow the chart below for appropriate tipping ranges for typical services when traveling.

<table>
<thead>
<tr>
<th>Service</th>
<th>Tips Range</th>
</tr>
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<tbody>
<tr>
<td><strong>Barber/hairdresser</strong></td>
<td>15%-20%; a little more for exceptional service.</td>
</tr>
<tr>
<td><strong>Bellhop, skycap</strong></td>
<td>$2 first bag, $1 per additional bag; $2-$3 for each additional service such as room delivery; extra $5-$10 if you have an unusually large amount of luggage.</td>
</tr>
<tr>
<td><strong>Concierge</strong></td>
<td>No obligation for answering questions or performing simple tasks, but $5-$10 for extra services.</td>
</tr>
<tr>
<td>** Courtesy shuttle driver**</td>
<td>$1-$2 per person, or $4-$5 per party.</td>
</tr>
<tr>
<td><strong>Doorman</strong></td>
<td>A smile and a thank you is sufficient for opening the door; $1-$2 for handling bags.</td>
</tr>
<tr>
<td><strong>Front desk agent</strong></td>
<td>No obligation, but $3-$5 is appreciated (not required) if they go beyond their duty in assisting you.</td>
</tr>
<tr>
<td><strong>Housekeeping</strong></td>
<td>$2-$5 a day; add more if there are more than three people in your room. Leave the tip on your pillow or in a similar obvious place with a thank you note. Leave the tip each day when you leave the room, rather than at the end of your stay, because of change in staff each day. If you have additional items delivered to your room, such as extra pillows, towels, or luggage racks, tip the person who brings them $2-$3.</td>
</tr>
<tr>
<td><strong>Restaurant host</strong></td>
<td>No obligation for greeting you and showing you to your table.</td>
</tr>
<tr>
<td><strong>Restaurant wait staff</strong></td>
<td>Table service 15%-20% pre-tax; Buffet 10% pre-tax; Take-out, no obligation, but 10% for extra or exceptional service. The tip obligation is to your main server only, not others who may come and help.</td>
</tr>
<tr>
<td><strong>Room repairs</strong></td>
<td>No tipping required.</td>
</tr>
<tr>
<td><strong>Room service</strong></td>
<td>Tip 15%-20% just as you would in a restaurant, if it has not already been added to the bill. No tip is required for tray-pick-up.</td>
</tr>
<tr>
<td><strong>Spa staff</strong></td>
<td>15%-20% (manicurist, pedicurist, massage therapist, etc.).</td>
</tr>
<tr>
<td><strong>Taxi, Uber, limousine driver</strong></td>
<td>10%-20%</td>
</tr>
<tr>
<td><strong>Valet</strong></td>
<td>Optional for parking your car; $1-$2 when the car is returned. $1-$4 for carrying luggage, hailing a cab, or other service.</td>
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</tbody>
</table>
Founded by Harris Rosen and created as an impressive example of the 1900s Spanish Revival style architecture, Rosen Shingle Creek opened September 9, 2006, and is one of the largest full-service convention hotels in Central Florida. The 255-acre luxury hotel offers 1,501 guest rooms and suites, and an array of amenities such as The Spa at Shingle Creek, a state-of-the-art fitness center, an 18-hole championship golf course, fifteen dining and lounging options, four outdoor swimming pools, tennis and basketball courts, nature trail, and more. The Orlando International Airport and all of Orlando’s best attractions, restaurants, shopping, and entertainment venues are within a short distance of this ideal location.

| Registered conference guests receive 25% off their bills at these participating hotel restaurants: |
| Discount does not include alcoholic beverages or pre-packaged grocery items. |

<table>
<thead>
<tr>
<th>Restaurant/Bar</th>
<th>Operating Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 Monroe Street Market</td>
<td>24-hour deli</td>
</tr>
<tr>
<td>A Land Remembered Steakhouse</td>
<td>Open nightly at 5:30 p.m.</td>
</tr>
<tr>
<td>Banrai Sushi</td>
<td>Open nightly at 5:00 p.m.</td>
</tr>
<tr>
<td>Café Osceola</td>
<td>Open daily at 6:30 a.m.</td>
</tr>
<tr>
<td>Cala Bella</td>
<td>Open nightly at 5:30 p.m.</td>
</tr>
<tr>
<td>Cat-Tails Pool Bar and Grill</td>
<td>Open daily at 11:00 a.m.</td>
</tr>
<tr>
<td>Creek Ice Creamery</td>
<td>Open daily at 12:00 p.m.</td>
</tr>
<tr>
<td>Headwaters Lounge</td>
<td>Open daily at 3:00 p.m.</td>
</tr>
<tr>
<td>Mi Casa Tequila Taqueria</td>
<td>Open daily at 11:30 a.m.</td>
</tr>
<tr>
<td>Shingle Creek Clubhouse Grill</td>
<td>Open daily at 11:00 a.m.</td>
</tr>
<tr>
<td>Smooth Java</td>
<td>Open daily at 6:00 a.m.</td>
</tr>
<tr>
<td>Tobias Burgers and Brews</td>
<td>Open daily at 11:30 a.m.</td>
</tr>
</tbody>
</table>