

United in HOPE  
2025 PWS CONFERENCE

Welcome  
Packet

JUNE 24-28, 2025 | PHOENIX, AZ



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# **Welcome to the 2025 International PWS Conference!**

When: June 24 - 28, 2025

Where: Arizona Grand Resort & Spa | Phoenix, AZ

We're so excited to welcome you to Phoenix, Arizona, this June for a truly unforgettable week of learning, connection, and celebration. Whether this is your first conference or your 15th, we want to ensure you have everything you need to feel prepared, supported, and confident as you plan your trip.

This welcome packet contains important information about the conference, including details about the schedule, how to download and utilize the conference mobile app, how to get to the conference center, and more. It also shares important details about your stay (on and off the Arizona Grand Resort & Spa property), including dining options, what to pack, getting around the resort, and how to make the most of your time at the Arizona Grand Resort & Spa. It also includes helpful reminders and answers to some of the most frequently asked questions.

Please take time to read through this packet before you arrive. It will help you avoid last-minute surprises and allow you to fully focus on what really matters - connecting with the PWS community and experiencing all this week has to offer.

*We can't wait to see you in Phoenix!*

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## **A Special Note for Families and Caregivers Bringing a Loved One Living with PWS**

We are thrilled to welcome you and your loved ones to the 2025 International PWS Conference! We know that many individuals living with Prader-Willi syndrome will be attending sessions alongside their families, especially as camp spaces filled quickly. To help ensure a safe and supportive experience for all, we ask that caregivers remain with their loved ones at all times throughout the conference. Individuals with PWS should not be left unsupervised in any area of the resort or conference center.

Snack tables will be available for program attendees in the back of the Main Ballroom and in the Plaza (near the Serenity Room - Sierra 3) during scheduled times each day. While we aim to create a comfortable environment for all guests, these snack areas may include unattended food, which can present challenges for individuals living with PWS. Please plan accordingly and help us maintain a safe and respectful shared space. We also ask that any food waste be discarded in trash bins and not left unattended.

If your loved one needs a break during a session, feel free to quietly step outside and rejoin when ready. Our family sessions are designed to be welcoming and flexible for families.

## Important: Family Program Lunch Details

To help us provide a smooth and organized lunch experience during the 2025 International PWS Conference, please review the following information carefully:

- All individuals registered for the Family Program will receive lunch and snacks on both Friday, June 27, and Saturday, June 28. No additional purchased lunch is required - simply attend the Family Program sessions and enjoy!
- If you purchased the “Family Program Additional Lunch Option” for a loved one who is not registered for the Family Program, you will receive two lunch tickets for them at conference check-in. These tickets are valid for lunch on Friday and Saturday and must be presented to a volunteer at the buffet to receive a meal.
- If you are bringing a loved one to the Family Program who is not registered and you did not purchase the additional lunch option, they will not be able to receive the conference-provided lunch. Please plan to pack and bring lunch for them to eat.

If you have questions or concerns, reach out to us before arriving so we can assist you.

We are currently at full capacity for the Family Program and are no longer accepting new registrations or lunch add-ons.



## Conference Schedule

High-Level Breakdown of Conference Programs/Events by Day:

| Tuesday, June 24                    |                     |   |
|-------------------------------------|---------------------|---|
| Program / Event                     | Time                | Location  |
| Conference Check-In / Help Desk     | 10:00 AM - 8:00 PM  | Conference Center - Ballroom Foyer <i>1st floor</i>               |
| PWS CLIC Meeting (Invite Only)      | 11:00 AM - 12:00 PM | Arizona A (Acacia) <i>1st floor</i>                               |
| PWS Clinical Workshop (Invite Only) | 1:00 PM - 5:00 PM   | Arizona A (Acacia) and Arizona B (Bougainvillea) <i>1st floor</i> |

| Wednesday, June 25  |                   |  |
|---|-------------------|--|
| Program / Event   | Time              | Location   |
| Conference Check-In / Help Desk                             | 7:00 AM – 6:00 PM | Conference Center - Ballroom Foyer <i>1st floor</i>  |
| Clinical & Scientific Program                               | 8:30 AM – 4:00 PM | Sessions will be held in the Main Ballroom (Ironwood entrance) and Arizona A (Acacia) <i>1st floor</i> |
| Professional Providers Program                              | 9:00 AM – 5:30 PM | Sessions will be held in Arizona C & D (Copperwood, Desert Willow) <i>1st floor</i>                    |
| Abstract Posters  | All Day           | Arizona E & H (Eucalyptus, Honeysuckle) <i>1st floor</i>   |
| Clinical & Scientific Research Reception and Poster Viewing | 4:00 PM – 6:00 PM | Arizona E & H (Eucalyptus, Honeysuckle) <i>1st floor</i>   |
| Exhibitors  | 8:00 AM - 4:00 PM | Conference Center - Ballroom Foyer <i>1st floor</i>  |

## Thursday, June 26

| Program / Event                 | Time              | Location  |
|---------------------------------|-------------------|---|
| Conference Check-In / Help Desk | 7:00 AM – 8:00 PM | Conference Center - Ballroom Foyer<br><i>1st floor</i>  |
| Clinical & Scientific Program   | 8:15 AM – 5:00 PM | Sessions will be held in the Main Ballroom (Ironwood entrance) and Arizona A (Acacia) <i>1st floor</i>            |
| Professional Providers Program  | 8:30 AM – 6:30 PM | Sessions will be held in Arizona C & D (Copperwood, Desert Willow) and Arizona B (Bougainvillea) <i>1st floor</i> |
| Adults with PWS Program         | 1:00 PM – 5:00 PM | Ocotillo B <i>2nd floor</i>   |
| Abstract Posters                | All Day           | Arizona E & H (Eucalyptus, Honeysuckle)<br><i>1st floor</i>   |
| Exhibitors                      | 8:00 AM - 5:00 PM | Conference Center - Ballroom Foyer <i>1st floor</i>   |
| All Camps Check-In              | 5:30 PM - 7:30 PM | Sonoran Sky Ballroom (Door 2) <i>1st floor</i>  |

## Friday, June 27

| Program / Event                 | Time   | Location  |
|---------------------------------|--|---|
| Conference Check-In / Help Desk | 8:00 AM – 5:00 PM                            | Conference Center - Ballroom Foyer <i>1st floor</i>   |
| Family Program                  | 9:00 AM – 4:30 PM                            | Sessions will be held in Arizona A (Acacia), Arizona B (Bougainvillea), Arizona C, D (Copperwood, Desert Willow), and the Main Ballroom (Honeysuckle entrance) <i>1st floor</i> |
| Adventure Camp                  | 9:00 AM – 4:30 PM                            | Sonoran Sky Ballroom <i>1st floor</i>   |
| Sibling Camp                    | 9:00 AM – 4:30 PM                            | Palm 3C & 3D <i>3rd floor</i>   |
| Junior Adventure Camp           | 9:00 AM – 4:30 PM                            | South Mountain Ballroom <i>2nd floor</i>  |
| Little Tikes Camp               | 9:00 AM – 4:30 PM                            | Ocotillo A <i>2nd floor</i>   |
| SYS Program                     | 9:00 AM – 4:30 PM                            | Ocotillo B <i>2nd floor</i>   |
| Exhibitor Hall                  | 8:00 AM – 5:00 PM                            | Sierra 1 & 2 <i>1st floor</i>   |
| Serenity Room                   | 8:00 AM – 5:00 PM                            | Sierra 3 <i>1st floor</i>   |
| Nurses Station                  | 9:00 AM – 4:30 PM                            | Palm 2D <i>2nd floor</i>  |
| Night Under the Stars Gala      | 6:00 PM – 8:30 PM                            | Main Ballroom (Honeysuckle entrance) <i>1st floor</i>   |
| 50th Birthday Celebration       | 6:30 PM – 9:00 PM<br>(Drone Show at 8:45 PM) | Oasis Waterpark   |

## Saturday, June 28

| Program / Event       | Time               | Location  |
|-----------------------|--------------------|---|
| Conference Check-In   | 8:00 AM – 12:00 PM | Conference Center - Ballroom Foyer <i>1st floor</i>   |
| Conference Help Desk  | 8:00 AM – 5:00 PM  | Conference Center - Ballroom Foyer <i>1st floor</i>   |
| Family Program        | 9:00 AM – 4:45 PM  | Sessions will be held in Arizona A (Acacia), Arizona B (Bougainvillea), Arizona C, D (Copperwood, Desert Willow), and the Main Ballroom (Honeysuckle entrance) <i>1st floor</i> |
| Adventure Camp        | 9:00 AM – 4:30 PM  | Sonoran Sky Ballroom <i>1st floor</i>   |
| Sibling Camp          | 9:00 AM – 4:30 PM  | Palm 3C & 3D <i>3rd floor</i>   |
| Junior Adventure Camp | 9:00 AM – 4:30 PM  | South Mountain Ballroom <i>2nd floor</i>  |
| Little Tikes Camp     | 9:00 AM – 4:30 PM  | Ocotillo A <i>2nd floor</i>   |
| SYS Program           | 9:00 AM – 4:30 PM  | Ocotillo B <i>2nd floor</i>   |
| Exhibitor Hall        | 8:00 AM – 3:15 PM  | Sierra 1 & 2 <i>1st floor</i>   |
| Serenity Room         | 8:00 AM – 5:00 PM  | Sierra 3 <i>1st floor</i>   |
| Nurses Station        | 9:00 AM – 4:30 PM  | Palm 2D <i>2nd floor</i>  |



## **Full Program Agendas**

Click below to find our detailed agendas for each conference program.

[Clinical and Scientific](#)

[Professional Providers](#)

[Adults with PWS](#)

[Family Conference](#)

[Schaaf-Yang Syndrome](#)

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## **Printing Not Available On-Site**

Please note that we will not provide printed copies of agendas or other conference materials on site. We strongly encourage attendees to help us reduce the environmental impact of the conference by using the conference mobile app instead of printed documents.

The mobile app will have all the information you need, including session times, locations, and speaker details. You can even create a personalized schedule within the app to stay organized throughout the event. For added convenience, daily session schedules will also be posted outside each meeting room.

If you do choose to print any needed documents, including agendas, please do so at home before you travel.

# Conference Mobile App

We created an app for the 2025 International PWS Conference! Our conference attendees are encouraged to use this app throughout the week to stay up to date with the latest news and announcements, see your personal schedule and add sessions to your agenda, and create your event profile.

## **Here are a few helpful tips and tricks to navigate the conference app:**

- **Event Homepage:** Find helpful links, sponsor information, resort amenities, nearby grocery stores and urgent care centers, resort and conference center floor plans, and more!
- **Event Schedule:** Select the "Sessions" tab either in the main menu, homepage quick link, or the calendar (📅) icon at the bottom of the screen. Next, click the plus (+) button next to a session to add it to your personal agenda. Click into each session to find out the speaker(s) and session description.
- **Event Community:** There are several ways to interact with fellow conference attendees using the mobile app. Click on the "attendees" button in the main menu to see a list of all conference attendees and send direct messages. We also encourage everyone to participate in our conference discussions! Select "Discussions" in the main menu to share posts in our discussion groups. These discussion groups are visible to all attendees.
- **Event Profile:** Here is where you can find conference announcements, view messages from other attendees, take surveys assigned to you, and update your personal profile. You can also choose to make your profile private so it is not visible to others in the app.

**Please note:** To view your event profile, you must log in to the app first. You will need to provide your first name, last name, and the email you used to register for the conference. You will then receive a verification code (via your phone and/or email) to input. Once you are logged in to the app, you can manage your profile. We also encourage everyone to stay logged into the app throughout the duration of the conference. If you log out, you will need to log back in with a new verification code each time.

## **How to Download:**

- **Step 1:** Go to the Apple App Store or Google Play Store on your mobile device and search for "Cvent Events," or scan the QR code below with your phone camera to download the application. Once it has downloaded, select "Open."
- **Step 2:** When the Cvent Events app is open on your mobile device, type "United in Hope" in the search bar, and our *2025 United in Hope PWS Conference* event title will populate on the screen. Select that text to open the app.
- **Step 3:** Explore the United in Hope PWS Conference app! It offers the opportunity to add conference sessions to your personal agenda, interact with other attendees, get to know our sponsors and exhibitors, and so much more.



Download: [Mobile App "How to Use" Flyer](#)

**Important note: Some older phone models are not compatible with the Cvent mobile app. We also have a web version of the app available here:** [Click Here for Web Version](#)

Having trouble navigating the app or have questions about conference? Contact us at [info@pwsausa.org](mailto:info@pwsausa.org) or (941) 312-0400. We will also have staff available at the conference check-in area to assist you in downloading the conference mobile app.

# Conference Check-In - Program Attendees

**Conference check-in is required before attending sessions.**

All attendees must check in upon arrival before attending any sessions at the 2025 International PWS Conference. During check-in, program attendees will receive their official conference badge (required for entry into all sessions) and a welcome bag. Our team of volunteers will also be available at the check-in desk to help answer any questions and ensure a smooth start to the conference experience.

## **Where can I check in for the conference when I arrive at the Arizona Grand Resort & Spa?**

The check-in desk will be located on the first floor of the resort's Conference Center (labeled "Ballroom Foyer" on the Conference Center resort map below). Check out the additional maps on the next few pages to see the various directions you can take to get to the Conference Center and check-in desk.



## What are the conference check-in / help desk hours throughout the week?

| Date               | Hours  |
|--------------------|--|
| Tuesday, June 24   | 10:00 AM – 8:00 PM   |
| Wednesday, June 25 | 7:00 AM – 6:00 PM  |
| Thursday, June 26  | 7:00 AM – 8:00 PM  |
| Friday, June 27    | 8:00 AM – 5:00 PM  |
| Saturday, June 28  | Check-In Hours:<br>8:00 AM – 12:00 PM<br>Help Desk Hours:<br>8:00 AM – 5:00 PM |

## Is walk-up registration available?

Walk-up registration will not be available. Those attending must have already registered for the 2025 International PWS Conference before our registration deadline date - Tuesday, June 17, 2025.

## How do I get to the conference space/check-in desk from the resort lobby?

Check out the map below to see the recommended route to take from the lobby to the conference center. Go out the back lobby patio doors toward the pond fountains. There, you will see ground directional stickers that will take you to the conference center. Alternatively, you can ask the lobby front desk to arrange a golf cart ride from the lobby to your room or the conference center.





## How do I get to the conference space/check-in desk from the Camelback Suite building?

Check out the map below to see three routes you can take from the Camelback Suite building to the Conference Center. The easiest way will be to find the exit out of the building closest to the Oasis Waterpark and follow the ground directional signs. However, there is a walkway on the 3rd floor that will take you directly to the conference space. Once in the conference space, you will need to take the elevator or stairs down to the first floor to find the conference check-in desk.



## How do I get to the conference space/check-in desk from the Sedona Suite building?

Check out the map below to see three routes you can take from the Sedona Suite building to the Conference Center. The easiest way will be to find the exit out of the building closest to the Oasis Waterpark and follow the ground directional signs. However, there is a walkway on the 4th floor that will take you directly to the conference space. Once in the conference space, you will need to take the elevator or stairs down to the first floor to find the registration desk.



## How do I get to the conference check-in area from the conference center entrance?

If you are staying off the Arizona Grand Resort & Spa property, you will most likely drive to or be dropped off at the entrance of the resort's Conference Center. Enter through the Grand Veranda and you will find yourself on the first floor of the Conference Center. You will see the conference check-in area when you arrive.

## **Conference Check-In - Camp Attendees**

### *PWS Sibling Camps Check-In Times and Locations*

**Check-in for all campers will take place on Thursday, June 26, from 5:30 PM - 7:30 PM**

(Location - Sonoran Sky Ballroom. Please enter the door named "Sonoran Sky 2")

For those who are unable to check in for camp during the above date and time, you can check your loved one(s) in for camp Friday morning at their specific camp location. Camp doors open at 8:30 AM on Friday and all camps begin at 9:00 AM.

### Camp locations:

- PWS Adventure Camp (ages 7+): Sonoran Sky Ballroom - Please enter the door named "Sonoran Sky 1"
- Sibling Camp: Palm 3C & 3D (3rd floor)
- PWS Junior Adventure Camp (ages 2-6): South Mountain Ballroom (2nd floor)
- Little Tikes Camp (0-24 months): Ocotillo A (2nd floor)

### **What will campers receive at check-in?**

All campers will get a Camp bag with a Camp shirt and have an opportunity to meet the Camp staff. Parents will be sent Camp menus for the provided lunch and snacks. If you have additional questions, please reach out to [info@pwsausa.org](mailto:info@pwsausa.org) or call (941) 312-0400.

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## **Photos/Videos at Conference**

As a reminder, all attendees were asked to consent to or decline to being in photos/videos while at the conference. Conference staff will be taking photos and videos throughout the week and we encourage attendees to participate. Those who declined having photos/videos taken of them during conference will have a sticker on their badges to identify them. This is also the case for campers who declined photos/videos. If you declined to participate in media opportunities at the conference and change your mind, visit our help desk during the conference to modify your registration.

# **Travel**

## **Arriving at Phoenix Sky Harbor International Airport (PHX)**

Helpful Tip: If someone is picking you up from the airport, let them know whether you're coming out of the North or South side of the baggage claim area.

## **Transportation Options to the Resort & Other Hotels**

- RideShare & Taxi Services
- Uber/Lyft: Available from Level 1 (Baggage Claim)
- Taxi Service:
  - Terminal 3: North curb, outside Door #7
  - Terminal 4:
    - North curb, outside Door #7
    - South curb, outside Door #4
- Dial-A-Ride (ADA-accessible):
  - Terminal 4: Level 1, west of Door #2 (inner curb)
  - Terminal 3: Level 1, east of Door #8 (inner curb)

### *Estimated Cost:*

- Uber/Lyft: ~\$25–\$40, depending on time of day and traffic
- Taxis: Flat rate to most nearby resorts starts around \$30–\$40

## **SuperShuttle**

Shared and private ride services - <https://www.supershuttle.com/locations/phoenix-phx-aza/>

Additional information - <https://www.skyharbor.com/ground-transportation/>

## **Rental Cars**

All major rental car companies are located off-site in the Rental Car Center:

- Address: 1805 E. Sky Harbor Circle South (between 16th and 24th Streets)
- Getting There: Take the PHX Sky Train® from the terminal to the 24th Street Station
- Tips:
  - Reserve ahead - walk-up availability is limited.
  - Include your flight number to allow the rental agency to stay open later if needed.
- Phoenix rental car information: <https://www.skyharbor.com/ground-transportation/rental-cars/>

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# **Arizona Heat**

[Read more in our “Beat the Heat” blog article](#)

## **About Phoenix, AZ**

Time Zone: Mountain Time (MT)

Climate: June temperatures are typically 100°F (38°C) or above during the day, and the air is very dry. In June, the typical nighttime temperature is around 76°F (24°C). This can vary slightly depending on the specific location, with some areas experiencing slightly cooler or warmer nights.

Activities/Attractions: The [Visit Phoenix website](#) offers a vast list of fun activities, local attractions, and short day trip options for you to make the most out of your stay!

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## **What to Wear in Phoenix in June**

Phoenix in June means plenty of sunshine and daytime temps that often climb above 100°F (38°C). While all conference sessions will be held indoors with air conditioning, you'll need to walk outdoors between hotel rooms and the conference center, so it's important to dress smart!

### **Conference Attire Tips**

There's no formal dress code for the conference, but here are some ideas to help you stay comfortable and prepared:

#### **Keep Cool Outside**

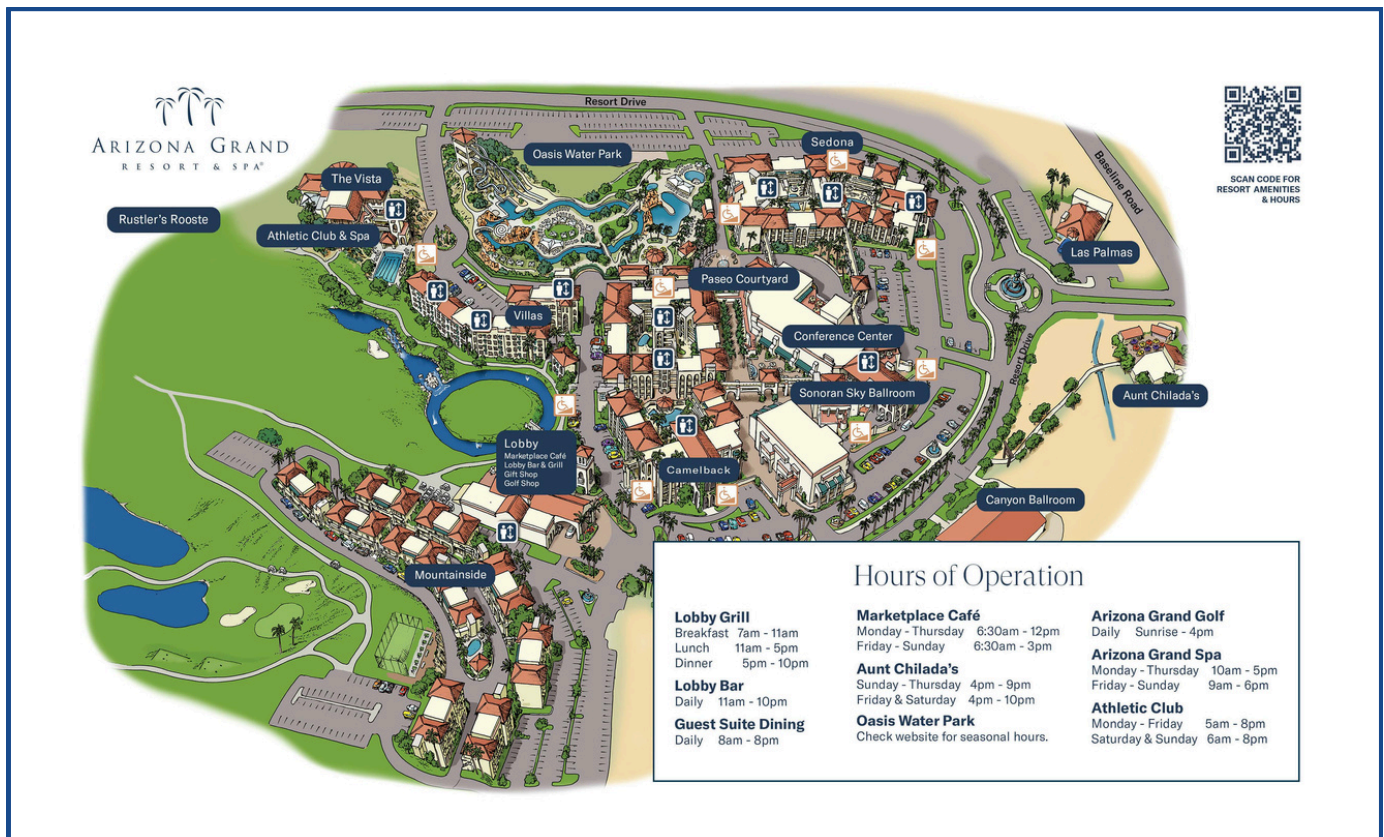
- Lightweight, breathable fabrics like linen, cotton, or moisture-wicking materials
- Short-sleeved tops, flowy blouses, polos, or summer dresses
- Light-colored clothing that reflects (rather than absorbs) the sun
- Comfortable shoes or sandals for walking outdoors
- Please note: We will be walking outside to get to the lunch area each day

#### **Stay Warm Inside**

- Conference rooms can be chilly - bring a light sweater, cardigan, or zip-up jacket
- Consider layers you can easily take off and carry between sessions



# About the Arizona Grand Resort & Spa



## Arizona Grand Resort & Spa Features for Guests Staying On Property

Here's what you can enjoy as a guest during your stay at the resort:

### Oasis Water Park

- Hours:
  - Sunday - Thursday: 9 AM – 8 PM
  - Friday - Saturday: 9 AM – 8 PM with Dive-In Movie
- Access: Free for resort guests, but a waterpark wristband is required for entry.
- Highlights: 8-story thrill slides, wave pool, lazy river, and splash zones.
- Wristbands: Issued at check-in or available daily at the front desk. Resort guests will receive four (4) waterpark passes for each room. You can purchase up to two (2) more wristbands at \$20 each.
- Learn more about the Oasis Water Park: <https://www.arizonagrandresort.com/oasis-water-park/>

## Arizona Grand Golf Course

- Resort guests receive 20% off rounds of golf throughout the week of the conference.
- **Tee Times**
  - Monday: Tee Times available from Sunrise – 12 PM
  - Tuesday: Closed
  - Wednesday: Tee Times available from Sunrise – 12 PM
  - Thursday: Tee Times available from Sunrise – 12 PM
  - Friday - Sunday: Tee Times available from Sunrise – 4:30 PM
- Booking: Recommended to book in advance online or by phone.
  - Visit: <https://www.arizonagrandgolf.com/reserve-a-tee-time/>
  - Or call: (602) 431-6480
- Learn more about the Arizona Grand Resort & Spa Golf Course: <https://www.arizonagrandresort.com/golf/>

## Arizona Grand Spa

- Treat yourself to massages, facials, body treatments, and more. Find the full spa menu here: <https://na.spatime.com/ag85044/4877047/home>
- How to Book: Appointments can be made online or by calling the spa.
  - Visit: <https://ag85044.na.book4time.com/onlinebooking/>
  - Or call: (602) 431-6485
- Spa Hours:
  - Monday - Thursday: 10 AM – 5 PM
  - Friday - Sunday: 9 AM – 6 PM

## Grand Athletic Club

- Fully equipped fitness center with cardio, weights, and group classes.
- Hours of operation:
  - Monday - Friday: 5 AM – 8 PM
  - Saturday & Sunday: 6 AM – 8 PM
- More information: <https://www.arizonagrandresort.com/arizona-grand-athletic-club/>

## Dining & Room Service

The resort features a variety of restaurants and dining options:

| Restaurant        | Type of Food                                       | Hours  | Menu                 | Reservations  |
|-------------------|--|--|----------------------|---|
| The Lobby Grill   | American   | Breakfast: 6:30 – 11 AM<br>Lunch: 11 AM – 5 PM<br>Dinner: 5 – 10 PM      | <a href="#">Menu</a> | No reservations required                            |
| The Lobby Bar     | Cocktails & small plates                           | Daily: 11 AM – 12 AM   | Find at location     | No reservations required                            |
| Marketplace Café  | Starbucks®, pastries, sandwiches, grab & go snacks | Monday - Saturday: 6:30 AM – 9 PM<br>Sunday: 6:30 AM – 8 PM              | Find at location     | No reservations required                            |
| Room Service      | American   | Served Daily<br>Breakfast: 6:30 – 11 AM<br>All Day Dining: 11 AM – 10 PM | <a href="#">Menu</a> | <a href="#">Order online</a> or call (602) 431-6476 |
| Aunt Chilada's    | Mexican  | Sun-Thurs: 4 – 9 PM<br>Fri-Sat: 4 – 10 PM                                | <a href="#">Menu</a> | <a href="#">Book online</a> or call (602) 431-6470  |
| Rustler's Rooste  | Steakhouse   | Monday - Friday: Open at 5 PM<br>Saturday & Sunday: Open at 4:30 PM      | <a href="#">Menu</a> | Call: (602) 431-6474                                |
| Oasis Bar & Grill | Casual bites & cocktails                           | Sunday - Thursday: 9 AM – 8 PM<br>Friday - Saturday: 9 AM – 8 PM         | <a href="#">Menu</a> | <a href="#">Reserve private cabanas</a>             |

Find more details about dining at the Arizona Grand Resort & Spa:

<https://www.arizonagrandresort.com/dining/>

# **Arizona Grand Resort & Spa Emergency Information**

Check out the Arizona Grand Resort's Emergency Preparedness Guide for hotel safety, first aid, emergency responses, and nearby medical facilities. Keep this AGR Emergency Preparedness Guide on hand: [Download Here](#)

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## **Food & Dining Information for Conference Attendees**

What's Included in Your Conference Registration? Each registered attendee will receive:

- Two snack breaks and one lunch per day
- Breakfast and dinner are on your own

**Camp Program Participants** will receive two snacks and lunch each day. A detailed camper menu will be shared with parents in advance.

### **Where Will Lunch Be Located Each Day?**

- Tuesday, June 24 (PWS Clinical Workshop): Arizona E, H
- Wednesday - Saturday (June 25–28): Lunch will be served in the Canyon Ballroom (buffet style)

*Note: The Canyon Ballroom is located outside of the main conference center. We will have volunteers and directional signs to help you get to this area.*

**The Canyon Ballroom will be busy** - Please practice patience!

### **Who Can Receive a Conference Lunch?**

- Anyone with a valid conference badge
- If your loved one with PWS is not registered for camp but will be joining you for lunch, they must either:
  - Be registered for the Family Program
  - OR have a pre-purchased lunch via the conference registration website.
  - Please note: We no longer have space for additional lunches to be purchased during the Family Program days.

### **Dinner Options (On Your Own)**

You'll have plenty of options to enjoy dinner on property or nearby:

- On-Property Restaurants (*refer to hours and menus on page 19*):
  - Lobby Grill
  - Rustler's Rooste
  - Aunt Chilada's
  - Oasis Bar & Grill
  - Room Service
- Off-Property Restaurants: [Download the list HERE](#)

## Breakfast Options (On Your Own)

There are several convenient ways to grab breakfast each morning:

- **Food Trucks** (*pay on your own*)
  - Wednesday and Thursday: Starting at 6:30 AM
  - Friday and Saturday: Starting at 7:00 AM
  - Food trucks will be located in the “Palm Court” - between the Camelback Suite building and the Sonoran Sky Ballroom.
  - Breakfast food truck options:
    - [La Vida Coffee + Oats](#)
    - Phat Cheeks Grill (menu not available)
    - [AZ Smoothie Shack](#) (not available Friday morning)
- **Other breakfast options at the resort** (*refer to hours and menus on page 19*)
  - Room Service
  - Lobby Grill (Resort Lobby)
  - Marketplace Café (Resort Lobby)

### Helpful Tips:

- If you're staying in a Villa, you'll have access to a full kitchen.
- All rooms at the resort include a mini-fridge, perfect for storing breakfast items.
- We will also have hospitality rooms with microwaves in each suite building:
  - In the Camelback Suite Building: Room - Camelback D (4th floor)
  - In the Sedona Suite Building: Room - Sedona D (4th floor)
- Microwaves are available for an additional charge. You can call the Arizona Grand Resort & Spa's front desk to reserve a microwave ahead of your stay: (602) 438-9000

## Friday, June 27 – 50th Birthday Celebration at the Oasis Waterpark

Dinner will be on your own, so feel free to eat anywhere you'd like before the event begins (6:30 PM). We will have food trucks available outside the Oasis Waterpark starting at 5:00 PM.

Food truck options:

- [Big Brotha BBQ](#)
- [Hummus Xpress](#)
- Phat Cheeks Grill (menu not available)
- [AZ Smoothie Shack](#)

## Nearest Grocery Stores

Instacart and Uber Eats can also deliver groceries to the hotel.

- Fry's Food and Drug
  - Hours: 7 AM – 10 PM
  - Location: 2700 W Baseline Rd, Tempe, AZ 85283
- Safeway
  - Hours: 6 AM – 10 PM (delivery hours: 8 AM – 9 PM)
  - Location: 4747 E Elliot Rd, Phoenix, AZ 85044
- Food City
  - Hours: 6 AM – 10 PM
  - Location: 725 W. Baseline Road, Tempe, 85283

# **Information for Attendees Staying Off Conference Property**

## **Transportation to the Conference**

If you're staying at a hotel other than the Arizona Grand Resort & Spa or live in the Phoenix area, please note that you are responsible for your own transportation to and from the conference each day.

Options to consider:

- Rideshare services such as Uber or Lyft
- Traditional taxis
- Purchase a rental car during your stay
- See if there are other PWS conference attendees staying at your hotel you can share rides with
- Hotel shuttle services – Check with your hotel to see if they offer a courtesy van or shuttle to nearby destinations

We recommend planning ahead to ensure you arrive at the resort on time for morning sessions and activities.

If you have a car and are planning to drive, parking is free at the Arizona Grand Resort & Spa.

## **Access to the Oasis Waterpark**

Guests not staying at the Arizona Grand Resort & Spa must purchase a day pass to enjoy the Oasis Waterpark:

- \$60 for children
- \$65 for adults
- Purchase day passes here: <https://www.resortpass.com/hotels/arizona-grand-resort-and-spa>

**Exception:** All conference attendees, regardless of where they are staying, are welcome to enjoy the waterpark for free during the 50th Birthday Celebration on Friday, June 27, from 6:30 – 9:00 PM.

## **Access to Resort Amenities**

Guests not staying on property are welcome to book and enjoy select resort amenities:

- Golf Course: Off-site guests may reserve a tee time.
  - Reserve a tee time: <https://www.arizonagrandgolf.com/reserve-a-tee-time/>
- Spa Services: You may book treatments at the Arizona Grand Spa. Advance booking is recommended.
  - Book a spa service: <https://na.spatime.com/ag85044/4877047/home>
- Grand Athletic Club (Gym): Access to the gym is reserved for guests staying at the resort and is not available to off-site guests.



# **50th Birthday Party Celebration Event**

Join us as we commemorate the 50th birthday of PWSA | USA and the future collaborations of IPWSO, PWSA | USA, and FPWR. Together, let's celebrate 50 years of supporting individuals and families affected by Prader-Willi syndrome, milestones achieved and memories created, and a future filled with hope, advocacy, and empowerment. Come prepared for live music, delicious food, and delightful company, as well as moments of reflection, gratitude, and celebration. Your presence will make this occasion even more special. We look forward to sharing this memorable evening with you!

## **FREE FOR ALL CONFERENCE ATTENDEES TO JOIN!**

**When: Friday, June 27, 2025 | 6:30 - 9 PM**

Food trucks will be available from 5 - 8 PM (located at the Fountain Circle; available for purchase)

**Where: Arizona Grand Resort and Spa - Oasis Waterpark**

Please use the entrance near the Sedona Suites Building (see map below)

This will be a laid-back event where attendees are welcome to come and go at their convenience.



## **50th Birthday Party Event Schedule:**

6:30 PM - Party begins with DJ!

8:45 PM - Drone Show (sponsored by Soleno Therapeutics)

9:00 PM - Party ends

## **What to Wear:**

Get ready to relax, celebrate, and make a splash! This event is designed to be fun and casual/low-key. There is no dress code for this event, but we've included a few outfit ideas below to help you plan. Please note: It will be HOT - Dress comfortably!

## **If You Plan to Enjoy the Waterpark:**

- Swimwear
- Cover-ups
- Flip-flops/sandals (the pool deck will be hot!)
- Don't forget a hat, sunglasses, and sunscreen

## **If You're Staying Dry:**

- Casual, summer-friendly outfits - stay cool!

# **Night Under the Stars Gala**

The Night Under the Stars Gala will be held on Friday, June 27, 2024, from 6:30 - 9 PM (coinciding with the 50th Birthday Party). Only individuals living with PWS and their siblings, who are 7 years or older and registered for either the Adventure Camp or the Sibling Camp, are eligible to attend the Gala. This is a ticketed event (tickets must be purchased ahead of the gala) and dinner will be included.

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## **Before You Travel (For International Attendees)**

Traveling to the U.S. is exciting, but good preparation is key. This checklist covers essential steps - from documents to cultural tips - to help ensure a smooth and stress-free trip.

### **Documents**

- Valid passport (with at least 6 months validity remaining)
- Appropriate U.S. visa (B1/B2, F1, ESTA, etc.)
- Printed copy of visa approval/ESTA confirmation
- Return or onward ticket (often required for entry)
- Travel insurance (strongly recommended, especially for healthcare)

### **Health**

- Proof of vaccinations (COVID-19, etc., if required)
- Prescriptions with doctor's note (especially for controlled medications)
- Travel-size first aid kit and basic medications
- Know where nearby clinics or urgent care centers are located at your destination

### **Packing Essentials**

- Clothing appropriate for the season and destination
- Comfortable walking shoes
- Layers (AC indoors can be cold even in summer)

### **Tech and Connectivity**

- Universal power adapter (U.S. uses Type A/B plugs, 110V)
- Unlocked phone for local SIM card (or international roaming plan)
- Download maps and key apps (Google Maps, Uber/Lyft, Google Translate)



## **Money and Finances**

Currently, PHX Airport does not offer currency exchange services. We recommend exchanging currency before arriving in Arizona.

More information: <https://airwaysairports.com/phx-airport/currency-exchange/>

- Notify your bank of international travel to avoid card blocks
- Carry a mix of cash and cards (most places accept credit/debit cards)
- Small bills for tipping (restaurants, taxis, hotel staff)
- Currency exchange if not using cards

## **Upon Arrival**

### **Airport and Customs**

Most international arrivals land at Terminal 4, Level 3 (near Dunkin' Donuts) and pass through customs at this location.

Phoenix International Travel information: <https://www.skyharbor.com/flying-to-phx/customs/>

- Know the address of your first stay (for customs declaration)
- Be prepared to explain your trip purpose and show proof of funds/accommodation
- Do not bring restricted items (fruits, meats, plants, large sums of cash)

### **Transportation**

- Download rideshare apps (Uber/Lyft)
- Research public transit passes if staying in large cities
- Have GPS or printed directions if renting a car

## **Staying in the U.S.**

### **Cultural Tips**

- Understand tipping etiquette (15–20% in restaurants, \$1-2 for services)
- Don't be afraid to ask questions - conference organizers are here to help!

### **Emergency Contacts**

- Dial 911 for any emergency (police, fire, medical)
- Know the location/contact of your country's embassy or consulate
- Save hotel and local contact numbers

## **Arizona Grand Resort & Spa Wi-Fi Information**

For conference attendees: Connect to the “ArizonaGrandMeetingRooms” Wi-Fi name. You will then be prompted to input the password: **unitedinhope2025** (this password is case sensitive)

For those staying on property: There is a different way to connect to Wi-Fi when you’re in your guestroom. Simply connect to the “ArizonaGrandGuestSuites” Wi-Fi name and type in your room number and last name as the password. You will receive your room number when you check-in at the resort lobby.

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## **Urgent Care Facilities:**

|                          |                      |  |
|--------------------------|----------------------|--|
| Honor Health Urgent Care | <a href="#">Link</a> | 2720 W. Baseline Road, Suite 140, Tempe, 85283 |
| Banner Urgent Care       | <a href="#">Link</a> | 931 E. Elliot Road, Suite 115, Tempe           |
| NextCare Urgent Care     | <a href="#">Link</a> | 2145 E. Baseline Road, Suite 101, Tempe, 85283 |

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## **Additional Questions?**

Contact our conference team at [info@pwsausa.org](mailto:info@pwsausa.org) or (941) 312-0400.

International attendees with travel questions can reach out to IPWSO at [conference@ipwso.org](mailto:conference@ipwso.org) or phone or WhatsApp +44 7494 067 314.

For families attending the SYS Program, contact [info@fpwr.org](mailto:info@fpwr.org) or (888) 322-5487 with any questions.

During the week of conference, staff will be on-site to answer any questions. Please note, there will be a delay in answering questions sent via email or left as voicemails.