

# THE HORN



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**Automotive Aftermarket Association of the Carolinas & Tennessee, Inc.**  
*Serving the Automotive Aftermarket in North Carolina, South Carolina, and Tennessee*  
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**Bulletin No. 557**

**July, 2014**

## **2014 AACT Convention: "WHAT'S NEXT???"**

The 2014 AACT Convention at The Charleston Marriott, in Charleston, SC is just around the corner. This year's event should live up to expectations with the program that Convention Chair Sandy Crews and her committee have developed. Here is a summary of two (2) of the sessions you don't want to miss . . .

### **(1) AUTOMOTIVE AFTERMARKET "BEST PRACTICES" ROUNDTABLE . . .**

#### **The Value of Roundtables**

A *Discovery* meeting is scheduled in Charleston at our convention on Thursday, September 18 at 2 p.m. You will have the opportunity to participate in group discussions and to hear about working agendas other roundtable groups successfully use to benefit their companies. Information will be sent to all of you who plan to attend the discovery session at least three weeks in advance. This group can help you determine if a roundtable membership would be an advantage to you and your company.

**Jim Enter**, founder of The American Association of Roundtables will facilitate the meeting. He will assist us in launching roundtable groups for our members. Jim has over 30 years' experience as a business manager and as a roundtable facilitator.

A few comments from Jim:

"Confidence and courage are words I often hear from roundtable members. Discussing the issues owners face with other roundtable members (i.e. budgeting/marketing plans; employee policy and procedures; cutting expenses, etc.) gives them the confidence to take action on issues and the courage to stand by their decisions."

The American Association of Roundtables members

- develop real solutions to everyday issues;
- exchange ideas on practices that work and don't work; and
- produce results, not theory.

A few simple rules for participation in the discovery meeting:

- ✓ No competing businesses will be allowed (first come, first in)
- ✓ You may bring one key person from your company, but you must be in attendance.
- ✓ All attendees will be required to sign a confidentiality agreement.

We look forward to meeting you on September 18th at 2 p.m. to help you determine how a roundtable membership can help you and your company.

## (2) EFFECTIVE EXIT PLANNING: PREPARING YOUR BUSINESS NOW!

At some point all business owners have to address the question of business succession, which is also known as "exit planning". Even if you are not ready to sell or exit your business, the lack of planning often leads to selling a business at a valuation that is lower than expected.

So why should you have an exit plan - especially if you don't have any immediate plans to sell your business?

The first reason is as a contingency. What if something happens to you, and your family has to sell the business? Do you know what your business is worth? If a legitimate buyer calls tomorrow with a great offer, are you prepared to consider it?

There is another reason to develop an exit plan. In our experience as owners and executives at automotive aftermarket companies, and now as advisors to aftermarket business owners, **we have found that business owners who take the time to develop and implement a well thought out exit plan actually increase sales and profits!** An exit plan is more than a plan on how to sell a business. An exit plan helps you increase the efficiency of your operation today, which will lead to increases in profitability.

In the Effective Exit Planning: Preparing Your Business Now! seminar to be presented by Schwartz Advisors, we will take you through the steps needed to prepare an exit plan. This plan will give you peace of mind in case something happens and you have to sell your business before you are ready. It will also help you blaze a trail to increased sales and profitability for your business.

**Rick Schwartz**, co-founder & Managing Partner of Schwartz Advisors LLC ([www.schwartzadvisors.com](http://www.schwartzadvisors.com)) will be the presenter of the Exit Planning seminar. Schwartz Advisors is a consulting and mergers & acquisition firm that includes several former CEOs and executives from leading aftermarket companies including: CARQUEST, Dayco, Bosch, Delco Remy, Pep Boys, NAPA, UCI, TBC, Penske Automotive and other companies. The Schwartz Advisors team knows the aftermarket and we have been business owners.

## LEGAL / LEGISLATIVE

### Auto Care Association Files Complaint with FTC Regarding Kia Oil Filter Bulletin

The Auto Care Association, Automotive Oil Change Association, Service Station Dealers of America and Tire Industry Association joined forces to call on the Federal Trade Commission (FTC) to take immediate action to have Kia withdraw a technical bulletin warning consumers not to use non-OEM filters, which is clearly a violation of the Magnuson-Moss Warranty Act (MMWA).

The bulletin, which was referenced in an article posted by Consumer Reports, recommended that car owners either go back to the authorized dealer or use a Kia oil filter to avoid problems with oil- and filter-related warranty claims.

Two years ago, the four associations submitted a [complaint to the FTC](#) regarding a technical service bulletin from Kia that authorizes dealers to deny warranty coverage simply based on the use of an aftermarket filter without any determination that the filter actually caused the problem with the vehicle. The letter pointed out the fact that this practice is clearly a violation of the MMWA. Specifically, the letter stated:

*The MMWA manufacturer's burden of proof is not that it need merely show an aftermarket part "relates" to damage, but that it "caused" any alleged damage. As the FTC states in its consumer alert: "The Magnuson-Moss Warranty Act makes it illegal for companies to void your warranty or deny coverage under the warranty simply because you used an aftermarket or recycled part." The alert goes on to say that if there is a problem with use of an aftermarket part or how it was installed, the manufacturer or dealer may deny a warranty claim. However, the manufacturer must first "show that the aftermarket or recycled part caused the need for repairs*

*before denying warranty coverage." Kia's directives circumvent this process entirely: the mere presence of an aftermarket oil filter automatically voids warranty coverage for the oil change parts and services as well as any damage Kia says "relates" to oil filter function.*

The May 27, 2014 letter to the FTC from the auto care groups states, "Despite the complaint, the FTC has yet to do anything to enforce the MMWA requirements with Kia. Now, Consumer Reports (CR) is further promoting the Kia technical bulletin in an article that has been seen on the Yahoo's front page, as well as other locations. If there was any doubt about how the technical bulletin is being interpreted by consumers, one only needs to read the recommendations from CR for motorists with Kia vehicles under warranty."

The Consumer Reports article states :

1. *When dropping your car off for service, make sure you don't authorize the dealer to perform repairs without speaking with you first. This way you won't get a surprise bill for an oil and filter change.*
2. *If your Kia is still under the powertrain warranty, consider taking it to the dealer for oil changes. Yes, it probably costs more than the quick-lube store, but you'll avoid any potential problems with oil- and filter-related warranty claims.*
3. *Consider buying Kia-approved oil filters and either using them when you do your own oil changes, or have your mechanic or quick-lube store use the Kia filter and not their own.*

The letter to the FTC also said: "Note that CR is specifically recommending that car owners either go back to the authorized dealer or use a Kia oil filter in direct contravention of the consumer options codified in MMWA. To arrive at that recommendation, the report perpetuates Kia's sleight of hand regarding the manufacturer's burden of proof. In Kia's world, and now CR's as well, it is the *consumer* who must prove that an aftermarket filter didn't cause engine damage, which is exceptionally handy for Kia given their failure to establish a technical basis for their proprietary filter mandate."

"The main *loser* of course is the consumer who, as the CR article states, must now pay more for an oil change. While CR clearly should have done more to research this issue before publishing the article, the fact remains that the FTC failed to undertake its responsibilities under the law and take action to halt Kia's anticompetitive and anti-consumer actions. The absence of action by the Commission is now cascading, as evidenced by the CR posting, into additional misinformation to consumers and subsequently more harm to Kia owners and to those who service and supply parts for Kia vehicles." (Source: *Auto Care Association Capital Report - June 2, 2014*)

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## **President's Proposed Budget Would Provide \$11.8 Billion to DOL**

(March 4, 2014, by Ilyse Wolens Schuman for Littler Mendelson) On Tuesday, March 4, 2014, the White House released its \$3.9 trillion budget proposal for FY 2015. The budget for the Department of Labor (DOL) is notable because it reflects the Agency's continued emphasis on enforcement. The proposal would grant the DOL \$11.8 billion in discretionary funding, much of which would support the enforcement of wage and hour, worker misclassification, whistleblower, and employment safety laws. The budget request confirms that employers can expect aggressive enforcement of federal employment and labor laws to continue. Highlights from the proposal are as follows:

- The Wage and Hour Division (WHD) would receive a \$41 million increase from the amount requested for FY 2014, for more than \$265 million. Much of this funding would be slated for enforcement actions. According to the budget appendix, in 2015, "approximately 290,000 persons are expected to be aided under the FLSA through securing agreements with firms to pay back wages owed to their workers.
- The funding increase would pay for an additional 300 WHD investigators who would "use risk-based approaches to target the industries and employers most likely to break the law." Approximately \$14 million would be used to combat misclassification, including \$10 million in state grants to assist local efforts, and \$4 million for additional WHD personnel devoted to misclassification enforcement.
- The Occupational Safety and Health Administration (OSHA) would receive an additional \$13 million (for a total of \$565 million) in funding for FY 2015. Approximately \$21 million of this allocation would be used to enforce the various whistleblowing statutes under OSHA's authority.
- The EEOC would receive approximately \$366 million, up slightly from the prior year's request (\$364 million). According to the budget request, "the priority for agency resources continues to be litigating systematic cases and maintaining a manageable inventory of cases."

Is your employee handbook up to date? Do you know the difference between exempt and non-exempt positions in your company? Do you know the difference between a contractor and an employee? Are you OSHA compliant? Is your management trained in non-discriminatory practices? These areas are topics for review by the DOL. Small businesses are one of the main targets for non-compliance.

If you need help or have any questions, call Sherry Robertson, PHR, on the **FREE HR Hotline at 1-800-243-1560** or contact her by email at **sherry@igoinsurance.com**.

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## **EEOC Warns Employers about Combining Health Records**

A U.S. employer that retains an employee's personal and occupational health information in a single record runs the risk of violations of the Americans with Disabilities Act (ADA) and the Genetic Information Nondiscrimination Act (GINA).

The EEOC is using the term "personal health information" to refer to "information obtained in the course of diagnosis and treatment" and that the term "occupational health information" refers to "medical information concerning an employee's ability to work (e.g., medical information gathered after a job offer has been made, or information concerning an injured employee's ability to return to work)."

Both electronic and paper files need to be considered. They should always be locked separately in a different file cabinet from the employee files. For questions, concerns, or comments, contact Sherry Robertson, PHR, on your HR Hotline: 800-243-1560 or email at sherry@igoinsurance.com.

# **INDUSTRY NEWS**

## **STUDY: Affordability Outweighs Auto Technology for Generation Y Car Buyers**

Young U.S. consumers want vehicles outfitted with expensive technology that boosts gas mileage and keeps them safe and connected, according to a survey published on Thursday. But the high cost of car ownership remains a stumbling block.

These consumers, ages 19 to 36 and known as Generation Y, are also three times more likely than their parents to abandon car ownership if costs escalate, consulting firm Deloitte LLP said in the study.

The findings suggested that worries that the millennials, as members of Gen Y are also known, are eschewing vehicles altogether may be overblown. But winning them over means striking a balance between making cars affordable as well as technologically advanced.

"Affordability is the mantra for Gen Y consumers who don't already own or lease a vehicle," Craig Giffi, head of Deloitte's U.S. automotive practice, said in a statement.

Millennials account for some 80 million people in the United States, rivaling the baby boomer generation. Their sheer size makes them something of the next big emerging market for automakers like General Motors Co. and Ford Motor Co.

Many delayed buying cars during the economic downturn and are open to options like renting cars from Zipcar. Their experience with smartphones has shaped their expectations for car ownership.

"When they do buy cars, millennials' expectations of car ownership could parallel their expectations of technology - where upgrading every two years is the norm," Ford Chief Operating Officer Mark Fields said during a keynote speech at the recent Automotive News conference.

More than 2,000 of the survey's respondents were U.S. consumers, of which 677 were part of Generation Y. Of the younger group, 86% owned or leased a vehicle.

Deloitte defines those in Generation Y as people born between 1977 and 1994.

**"GET THEM YOUNG"**

More than half of younger consumers said they expect to drive a vehicle with an alternative engine, such as a hybrid electric, according to the Deloitte survey, which was conducted in 2013.

Almost three-quarters want technology that recognizes the presence of other cars on the road. More than half want technology that entertains them while driving and the ability to use applications on their smartphones from the dashboard.

Analysts said trends toward developing both more fuel-efficient and connected cars were evident at this year's Detroit auto show. One example is Honda Motor Co.'s 2015 Fit, a "green" subcompact that includes a standard rear-view camera.

Sergio Marchionne, chief executive officer of both Fiat and Chrysler Group LLC, said the company is planning to showcase a small sport utility vehicle at the upcoming Geneva Motor Show.

"It's getting in young buyers who don't have a lot of money," Marchionne said. "So we need to expand the class. We need to get them young so when they get older, they can buy more expensive Jeeps."

Ford CEO Alan Mulally also told reporters it will be critical for the industry to wrestle with the question of affordability as more and more safety, navigation and entertainment options are offered in the cars.

The results are part of a broader Deloitte report to be published later this year on global mobility, based on responses from more than 23,000 consumers in 19 countries. *(Source: Reuters)*

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**CarMD Says 'Check Engine' Related Repair Costs Rose 6.7% in 2013**

The 6.7% overall increase in 2013 was comprised of a 13% up tick in labor costs and 3% rise in parts costs.

The oxygen sensor remained the most common reason, followed by tighten or replace fuel cap, replace catalytic converter, replace spark plug(s) and wire(s), and replace mass air flow sensor. Visits to the repair shop were down in the Midwest region, but average car repair costs were up 9% due, in part, to Polar Vortex battery - and thermostat - related repairs.

For this latest Vehicle Health Index, CarMD analyzed more than 145,000 repairs reported to and validated by its nationwide network of ASE-certified technicians in calendar year 2013. The full index, including the 25 most common 'Check Engine' related repairs and a list of most common repairs by region, is available at <http://corp.carmd.com>. *(Courtesy of GreenSheet Service Executive)*

**INSURANCE NEWS**

**Hurricane Season Begins Soon!**

The hurricane season officially began June 1, 2014. Forecasters are predicting a quiet hurricane season for 2014. Be prepared and get all of the coverage needed before the weather hits.

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**Life Insurance, Time to Evaluate**

Most clients today don't have adequate life insurance either for their business or family. IGO has lots of markets available for life insurance coverage. Whether you are looking for TERM, WHOLE LIFE, UNIVERSAL LIFE, Buy Sell products, we can help! We feel we can compete with almost anyone on life insurance. Even if you have some pre-existing conditions, we have markets available for those customers as well.

If you would like to learn more, give us a call at IGO Insurance. We'll show you our expertise! - Jimmie F. Robertson, Jr., President -- 800-243-1560.

# MANAGEMENT NOTES

## Order Your 2015 Advertising Calendars Now!!!

*Yes, it's that time of the year again . . . . Time to order your 2015 Advertising Calendars.*

This year, the **"early bird" discount will be extended to August 1, 2014.** *Please* keep in mind that you can order your calendars before August 1, 2014 and receive the "early bird" discount ... check the box to have the calendars shipped "After 10-15-14" ... receive your calendars in October ... and we won't send you an invoice for the calendars until after we are notified that they are on their way to you!!

Brochure and order forms will be mailed to anyone who has ordered advertising calendars within the past few years. If you are interested in our 2015 Advertising Calendar program and would like to receive a hard copy of the brochure and order form, call Rita Wieskamp at 800-849-8037, send her a fax at 828-286-4847, or send her an email at [rwieskampaaact@aol.com](mailto:rwieskampaaact@aol.com) right away and she'll get the information headed your way.

# AAACT NEWS

## Net Driven® . . . July 2014 Promotion

**Dealers get a free Kindle Fire when they purchase a website in July!**

Net Driven® is offering the Kindle Fire with WiFi to Automotive dealers that purchase an Elite website with Net Driven® by July 31, 2014.

**Have you seen the new Kindle Fire?** It features apps, movies, games, music, reading and more, plus Amazon's revolutionary, cloud-accelerated web browser!

Net Driven® is the most trusted provider of **digital marketing strategies** designed **exclusively for the automotive industry.** Our mission is to help independent automotive businesses thrive.

Our proprietary 3-step solution combines:

- **Industry-proven Internet marketing tactics to drive more visitors.**
- **High-performing websites to drive more leads.**
- **Consulting, support, and analytics to drive more sales.**

As an industry leader, Net Driven® delivers a high return on investment by helping dealers compete and succeed against the competition.

Thank you,  
Your Net Driven® Partner  
[sales@getnetdriven.com](mailto:sales@getnetdriven.com)  
877-860-2005  
[www.NetDriven.com](http://www.NetDriven.com)

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## Labor Day Holiday

The AAAC Office will be closed on Monday, September 1, 2014, for the Labor Day Holiday. Be Safe!!

**~ Randy Lisk, Executive Vice-President**

**Automotive Aftermarket Association of the Carolinas & Tennessee  
2014 CONVENTION  
"WHAT'S NEXT???"  
Charleston Marriott – Charleston, SC  
September 18-21**



**Thursday, September 18, 2014**

- 2:00 p.m. - 5:00 p.m. ----- Automotive Aftermarket "Best Practices" Roundtable Discussion -  
Facilitated by Jim Enter, American Association of Roundtables, Inc.
- 7:00 p.m. - 9:00 p.m. ----- AACT Board of Directors, Past Presidents and Past Directors Dinner

**Friday, September 19, 2014**

- 8:00 a.m. – 5:00 p.m.----- Convention Registration
- 8:30 a.m. – 11:30 a.m. ----- AACT Board of Directors, Past Presidents and Past Directors Meeting
- 11:30 a.m. – 11:45 a.m. ----- AACT Convention Committee Meeting
- 6:00 p.m. – 7:00 p.m.----- Welcome Reception
- 7:00 p.m. – until.... ----- Dinner On Your Own

**Saturday, September 20, 2014**

- 8:00 a.m. – 11:00 a.m. ----- Convention Registration
- 7:45 a.m. – 8:15 a.m.----- Breakfast
- 8:15 a.m. – 9:00 a.m.----- AACT Benefits Review
- 9:00 a.m. – 9:15 a.m.----- Break
- 9:15 a.m. – 9:45 a.m.----- AACT Annual Business Meeting
- 9:45 a.m. - 10:00 a.m.----- Break
- 10:00 a.m. – 12:00 p.m. ----- "Effective Exit Planning: Preparing Your Business Now"  
-- Rick Schwartz, Schwartz Advisors, LLC
- 6:30 p.m. – 7:15 p.m.----- President's Reception
- 7:15 p.m. – 9:30 p.m.----- Banquet, Awards, and AACT Scholarship Live Auction

**Sunday, September 21, 2014**

- 8:00 a.m. – 9:15 a.m.----- Breakfast and Inspirational Message
- 9:15 a.m.----- Convention Adjourns



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Raleigh, NC 27605-1657

800-849-8037 – Fax: 919-821-0753 – Email: APAC219@AOL.COM

**2014 CONVENTION**

**September 18-21, 2014**

**Charleston Marriott - Charleston, SC**

**SPONSORSHIP FORM**

**Yes**, count us in as a sponsor of AACT's 2014 Convention. All Sponsors receive prominent recognition in onsite brochure, "The Horn" Newsletter and on event signage.

***Contribute at one of these Sponsorship Levels:***

- Bronze Sponsorship----- \$300.00
- Silver Sponsorship----- \$500.00
- Gold Sponsorship ----- \$1,000.00
- Platinum Sponsorship ----- \$1,500.00
- "Friends of AACT" ----- \$150.00

***Or, Select from the following available Sponsorships:***

- Event**      President's Reception, Saturday Evening ----- \$1,000.00
- Breaks**      Morning Breaks, Saturday----- \$500.00

Our Firm Name should be listed as follows:

\_\_\_\_\_  
(Please type or print clearly. Names are taken from this for displayed signage & print materials.)

The Automotive Aftermarket of the Carolinas and Tennessee, Inc. appreciates the generosity of its Sponsors.

**QUESTIONS?**

Contact AACT  
1-800-849-8037

**2014 AACT Convention**

1720 Hillsborough St., Ste. LL One  
Raleigh, NC 27605-1657

Please fax 919-821-0753

or mail form by sponsor  
deadline August 30<sup>th</sup>.

Person completing form \_\_\_\_\_ Phone: (\_\_\_\_) \_\_\_\_\_

Email \_\_\_\_\_

# 2014 CONVENTION REGISTRATION

## CHARLESTON MARRIOTT - CHARLESTON, SC

### SEPTEMBER 18-21, 2014

**PLEASE PRINT OR TYPE.** (RESERVE ROOMS ON BACK SIDE OF THIS FORM.)

FIRM \_\_\_\_\_

**OFFICE USE ONLY**

ADDRESS \_\_\_\_\_

Date Rec'd \_\_\_\_\_

Amount Pd. \$ \_\_\_\_\_

CITY/STATE/ZIP \_\_\_\_\_

Check No. \_\_\_\_\_

Amount Due \$ \_\_\_\_\_

BY (\*) \_\_\_\_\_ PHONE # \_\_\_\_\_ FAX # \_\_\_\_\_

(\*) Email Address: \_\_\_\_\_

**NAMES** (AS THEY WILL APPEAR ON BADGES):

NAME #1 \_\_\_\_\_ NAME #3 \_\_\_\_\_

NAME #2 \_\_\_\_\_ NAME #4 \_\_\_\_\_

**COMPLETE CONVENTION PACKAGE(s)** (Includes Registration Fee, \_\_\_\_\_ @ \$125.00/EA \$ \_\_\_\_\_  
 Thursday Roundtable Discussion, Friday Welcome Reception, Saturday  
 Breakfast, Saturday Seminar, Saturday Reception, Saturday Banquet and  
 Live Auction, Sunday Inspirational Breakfast, Chance on Grand Prize\*.)

**COMPLETE SPOUSE/CHILDREN PACKAGE(s)** (Includes 1/2 Registration Fee \_\_\_\_\_ @ \$100.00/EA \$ \_\_\_\_\_  
 and All of the Above Events) (Children under 11 years old - FREE)

**AACT BOARD OF DIRECTORS, PAST PRESIDENTS & PAST DIRECTORS** \_\_\_\_\_ @ \$45.00/EA \$ \_\_\_\_\_  
**DINNER @ The Charleston Marriott, Charleston, SC on Thursday Evening.**  
**(Fee not included in Complete Packages)**

**IN LIEU OF COMPLETE PACKAGES, PLEASE RESERVE THE FOLLOWING:**

CONVENTION REGISTRATION FEE (Everyone 11+ years of age) ----- @ \$50.00/EA \$ \_\_\_\_\_

SATURDAY BREAKFAST ----- @ \$20.00/EA \$ \_\_\_\_\_

SATURDAY EVENING RECEPTION AND AWARDS BANQUET----- @ \$55.00/EA \$ \_\_\_\_\_

**ATTENDEES:**

**THURSDAY ROUNDTABLE DISCUSSION @ NO CHARGE**----- @ \$0.00/EA \$ \_\_\_\_\_  
 ( \_\_\_\_\_ will attend the Thursday Roundtable.)

**FRIDAY BOARD OF DIRECTORS MEETING @ NO CHARGE**----- @ \$0.00/EA \$ \_\_\_\_\_  
 ( \_\_\_\_\_ will attend the Friday Board Meeting.)

**TOTAL** \$ \_\_\_\_\_

**CHECK (PAYABLE "AACT CONVENTION FUND") IN THE AMOUNT OF \$ \_\_\_\_\_ IS ENCLOSED.**

\*\*Only Jobbers and Jobber Spouses / Guests may win the BIG CASH GRAND PRIZE. To be eligible to win it, the Registrant must purchase the Complete or Spouses Complete Package and be present for the drawing. While Affiliates and WD's cannot take home the Grand Prize, they are eligible to win several other Prizes.

\*\***CANCELLATION POLICY:** FULL REFUND IF RECEIVED AT AACT OFFICE BY AUGUST 28.  
 AFTER AUGUST 28, ONLY REGISTRATION FEES WILL BE REFUNDED.

\*\***Mail Registration & Check To:** AACT, Inc. • 1720 Hillsborough St., Ste. LL1 • Raleigh, NC 27605-1657

On Saturday, September 20<sup>th</sup>, a "Live Auction" will be held. Donated items will be on display beginning at 6:30 p.m. **The Automotive Aftermarket Association of the Carolinas & Tennessee, Inc. will donate all contributions from the auction to the AACT Scholarship Fund.** We need your help. Items are needed for the auction. Please indicate on this form what you will be willing to donate. (Cash is acceptable.)

**WE ARE WILLING TO DONATE:**

**ITEM**

**ESTIMATED RETAIL VALUE**

\_\_\_\_\_

(OVER)

# HOTEL RESERVATIONS

1. All reservations at The Charleston Marriott - Charleston, SC must be made thru the AACT Office. The Hotel will not accept direct reservations. Mail reservations to:  
AACT, INC. • 1720 HILLSBOROUGH ST., SUITE LL1 • RALEIGH, NC 27605-1657.
2. **CHECK-IN TIME IS 4:00 PM.** While some rooms may be available earlier, we have no guarantee that such will be the case.
3. **NO DEPOSIT IS REQUIRED.** AACT is guaranteeing all rooms for late arrival.
4. **★NOTE:** *If you fail to cancel your reservations 24 hours prior to your check-in date, you will be billed for one night's room plus tax.*

## *DAILY RATES*

**(★) Single / Double / Triple / Quadruple \$149.00 Per Room Per Night (plus tax).**

**(★) EARLY DEPARTURE FEE:** An Early Departure Fee of \$149.00 may be charged if an attendee checks out of the Hotel prior to the attendee's scheduled departure date, without having notified the Hotel by 12:00 midnight the day after check-in of the change in scheduled departure.

***(★)Final room assignment will be based upon availability at time of check-in.***

**PLEASE NOTE: ROOM RESERVATION REQUESTS ARE ACCEPTED ONLY FROM PERSONS WHO HAVE REGISTERED FOR THE CONVENTION. THIS IS ALSO TRUE OF MEAL FUNCTION RESERVATION REQUESTS.**

### **PLEASE RESERVE THE FOLLOWING:**

<u>NAME(S)</u>	<u>NO. OF ROOMS</u>	<u>ARRIVE</u>	<u>DEPART</u>

**FIRM** \_\_\_\_\_

**ADDRESS** \_\_\_\_\_ **P.O. BOX** \_\_\_\_\_

**CITY/STATE/ZIP** \_\_\_\_\_

**BY** \_\_\_\_\_ **PHONE NO.** \_\_\_\_\_

**IMPORTANT!! IMPORTANT!! IMPORTANT!!** We are holding a block of rooms for Friday and Saturday nights (9/19 and 9/20) and a smaller block for Wednesday and Thursday nights (9/17 & 9/18) at The Charleston Marriott. On AUGUST 28, we have to release any of those rooms for which we have not reserved and guaranteed payment. After that date, the rooms go to the open market, are available on a first come, first served basis, and may be subject to regular rack rate. **SO . . . PLEASE RESERVE YOUR ROOM(S) EARLY!!!**

**MAIL TO: AACT INC. • 1720 HILLSBOROUGH ST., SUITE LL1 • RALEIGH, NC 27605-1657**

***See You in Charleston!!!!***