



KNOW BEFORE YOU GO

Attendee Event Information

OVERVIEW

What is RKO 2023? RKO 2023 is a time to bring together the key teams within Zywave that directly impact revenue. The gathering focuses on 2023 goals, product roadmaps and updates, and networking with peers in Customer Success, Marketing, RevOps, and Sales. It sets the stage for success and discusses how to get there.

When is RKO 2023? RKO 2023 is being held on January 18 – 20, 2023. (All times listed as local MST.)

- January 18: 4:00 p.m. - 8:30 p.m.
- January 19: 8:00 a.m. – 9:00 p.m.
- January 20: 8:00 a.m. - 12:00 p.m.

Where is RKO being held? RKO is being held at:

Tempe Mission Palms Hotel
60 E 5th Street
Tempe, AZ 85281

Where can I learn more about RKO 2023? Please visit the RKO 2023 [website](#) for more information.

AGENDA OVERVIEW

A more detailed agenda will be available when you arrive at RKO 2023.

Wednesday, January 18 – Wednesday's *official* events start at 4:00 p.m. Please plan to stay for the entire evening. Activities will end at 8:30 p.m.

- Registration opens at 12:00 p.m.
- Welcome from Scott Rudy, CRO at 4:00 p.m.
- Social event and dinner at Culinary Dropout beginning at 5:30 p.m.

Thursday, January 19 - Thursday's *official* events start at 8:00 a.m. and concludes at 9:00 p.m.

- Optional morning activity – run/hike/yoga at 6:15 a.m.
- Optional breakfast beginning at 7:00 a.m.
- Welcome by Jason Liu, CEO at 8:00 a.m.
- External Keynote speaker Tiffani Bova
- General sessions led by SLT/ Team Z
- Lunch
- Breakout sessions
- Top Seller Champagne Toast (invitation only)
- Cocktail Reception
- Dinner
- Social Event & Recognition



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Friday, January 20 – Friday’s *official* events start at 8:00 a.m. and will end *no later than* 12:00 p.m.

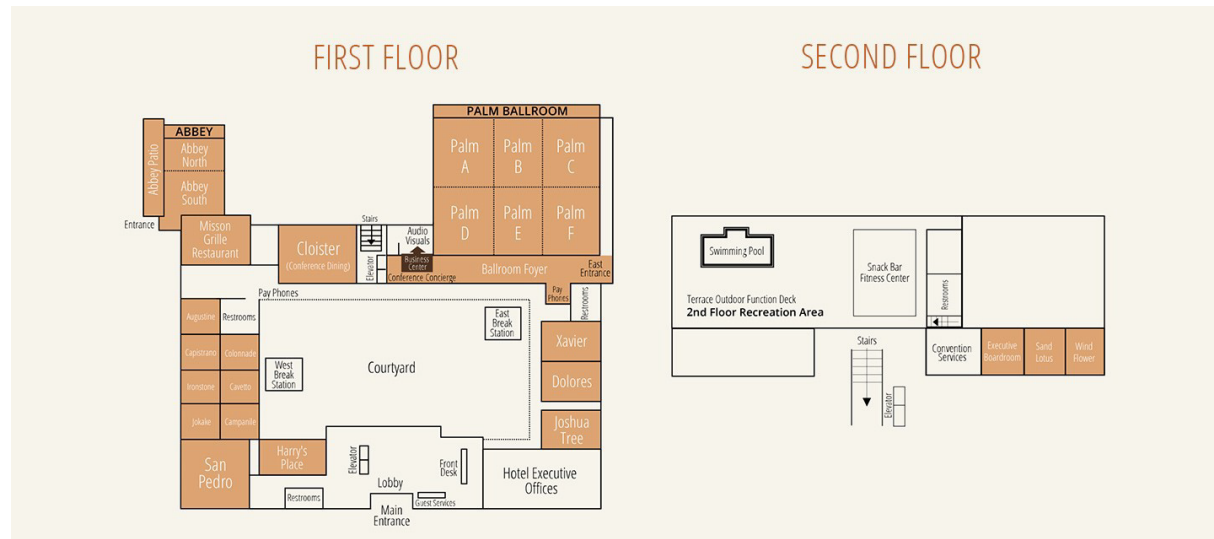
- Optional morning activity – run/hike/yoga at 6:15 a.m.
- Optional breakfast beginning at 7:00 a.m.
- Opening remarks by Scott Rudy, CRO at 8:00 a.m.
- Customer panel
- Breakout sessions
- Closing remarks
- Boxed lunches available

Will the sessions be recorded and available after the event? – The main stage sessions will be streamed and recorded for internal staff to review after the event.

Other onsite scheduled activities

- Run – Thursday and Friday at 6:15 a.m. – meet outside the main hotel entrance.
- Hike – Thursday and Friday at 6:15 a.m. – meet in the hotel lobby.
- Yoga – Thursday and Friday at 6:15 a.m. – details to provided on site

VENUE



TRAVEL AND TRANSPORTATION

When should I be at Tempe Mission Palms? The meeting will start promptly at 4:00 pm on Wednesday (1/18). Also, make sure to visit the Palm Ballroom between noon and 3:30 pm. for registration.



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What if my flight gets canceled? Relax! We have multiple days of content planned. If you can still arrive in Phoenix by Wednesday night or early Thursday, please come. Please send an email to events@zywave.com if your original travel plans change.

Do I need to rent a car? No.

How should I get to / from my hotel?

Tempe Mission Palms offers a complimentary **shuttle service**. Daily shuttle transportation to and from Phoenix Sky Harbor Airport is available from 5:30 a.m. – 10:00 p.m.

- **To the hotel:** When you arrive at baggage claim and have luggage in-hand, please call the hotel at (480) 894-1400. You will be directed to the proper curbside location for your terminal and advised of the estimated pick-up time.
- **Return to the airport:** The airport shuttle runs every 30 minutes, on the hour and half-hour. Reservations are not required.

Westin Tempe – Phoenix Sky Harbor Airport has taxi service or you can use your favorite ride sharing app to coordinate transportation. Fares can be expensed following company expense policies.

HOTEL INFORMATION

Where will we be staying for RKO? Zywave has room blocks at the Tempe Mission Palms Hotel and the Westin Tempe. **Please be sure to look at your hotel confirmation to confirm which hotel you are staying at.** Meetings and meals are taking place at the Tempe Mission Palms Hotel.

How will I find out which hotel I'm staying at? You will receive a reservation confirmation email directly from the hotel, please review that confirmation email for the hotel name and address. If you need to make any changes to your travel plans or do not receive an email with your hotel confirmation details by January 13th, please send an email to events@zywave.com. Make sure to check your Junk, Spam, and Other folders before reaching out.

Host Hotel - Tempe Mission Palms Hotel
60 E 5th Street
Tempe, AZ 85281

Additional Hotel - Westin Tempe
11 E 7th St
Tempe, AZ 85281



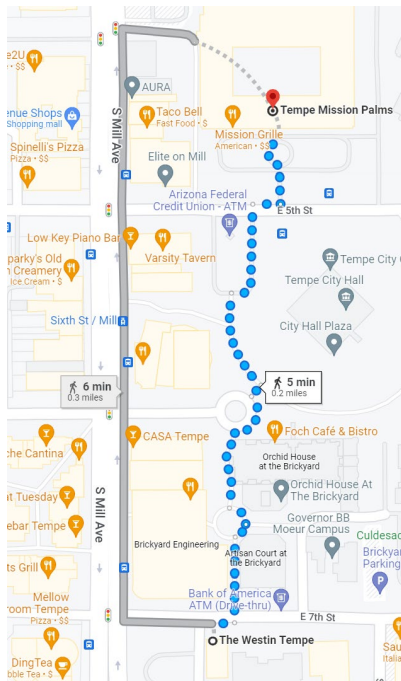
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I didn't receive any hotel information – who should I contact? Please contact events@zywave.com and someone from the Events Team will investigate. *Make sure to check your Junk, Spam, and Other folders before reaching out.*

Do I need to pay for my hotel room during RKO 2023? Room and tax will be covered by Zywave; a credit card will need to be provided at check in for any incidentals that you may incur personally, or if you are staying additional nights for personal reasons.

How do I get from the hotel to RKO 2023? The majority of attendees will be staying at the host hotel, the Tempe Mission Palms. You will walk through the lobby, across the courtyard, and enter the conference center where you will find registration and the main ballroom. If you are staying at The Westin Tempe, please see the map below for simple walking directions to the Tempe Mission Palms hotel.



OTHER

Should I bring my computer to the event? If you would like to take notes on your computer, you may bring it with you. However, we ask that your computer not be a distraction to yourself or those around you. Note pads and pens will be provided for taking notes the “old fashioned” way.



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Is there Wi-Fi available at the venue? Yes, Wi-Fi will be available at the venue. Please note that you will need to log in to a separate network in your sleeping room different from what will be available in the meeting rooms.

What COVID safety protocols will be in place for RKO 2023? RKO will follow any local governmental guidelines related to COVID safety at the time of the event. We do not anticipate any masking or testing requirements as part of attendance. Do not travel to RKO if you are sick with COVID or any other contagious illness.

Can I wear a mask during RKO 2023? Yes, if you would feel more comfortable to wear a mask during RKO 2023, please do. Masks will be available at the event registration desk outside of the ballroom.

What should I wear to RKO 2023? During all meeting sessions, we are asking attendees to dress in business casual attire. (Yes, your “nice” jeans are ok.) Meeting rooms can vary in temperature and the desert can get pretty chilly at night, so dress in layers for comfort. We will host an event on Wednesday evening where casual dress is fine for the FUN. For the Thursday night dinner and awards, let’s step it up and get a little fancy - get out of your jeans. We’re talking a little dressier than business casual (but no need for an evening gown or tux)!

Do I need to bring a water bottle? Feel free! Water stations will be available throughout our meeting spaces.

Will food options will be available during RKO 2023? The snack shack is back! Among other things. Menus have been selected to accommodate dietary restrictions and food allergies. Items will also be labeled with common allergens. If you have allergies you didn’t note on the registration form, please email events@zywave.com. The following meals will be provided:

- Wednesday night dinner
- Thursday breakfast
- Thursday lunch
- Thursday snacks
- Thursday dinner
- Friday breakfast
- Friday snacks
- Friday lunch

Will there be a location to charge my mobile phone? Although there will not be a designated phone charging area, you are welcome to charge your phone at any outlet in any of the meeting rooms.