

KAISER PERMANENTE PRESENTS

# OPERATION: INDY!

21ST ANNUAL STUDY MISSION

INDIANAPOLIS, INDIANA • SEPTEMBER 10 - 13, 2019

“ Indy might be best known for hosting the world’s largest single-day sporting event, the Indianapolis 500, but it’s their true belief in collaborative leadership, their calculated investments in cultural infrastructure and their commitment to building an inclusive economy that makes Indy stand out as a first rate city.

I hope you’ll join me for the 2019 Study Mission and see first-hand how a city lacking oceanfront, peaks or valleys, ports and optimal weather has leaned into its strengths and emerged a leader in almost every category.

– Gordon Fowler, 3fold Communications,  
2019 Study Mission Chair

## WHY INDY?

Since Sacramento’s leaders visited Indy on the Metro Chamber’s 2005 study mission, the city has seen an explosion in convention growth, the establishment of a major tech sector, public school magnet programs, and downtown housing.

- **28.2M:** Number of tourists who visited Indianapolis in 2016, the most ever. It was the city’s sixth straight year with an increase in visitor spending.
- **\$2.8B:** Value of the investments that are in the works through 2022 in downtown Indianapolis.
- **64:** Percent of downtown restaurants that are locally owned.
- **3X:** The times Downtown Indy’s housing inventory increased in nine years.
- **350K:** The all-time record attendance at the 2018 Indy 500 at Indy Motor Speedway.
- **\$1B:** Indy’s 2018 economic impact, double from a decade ago.
- **2/3rds:** The amount of bond debt on the arena, stadium and convention center paid for by visitor taxes.
- **#1:** Indy’s ranking by USA Today for convention cities in 2014.

## SPONSORS:

Presenting



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Dinner



Silver: Easton Development  
Teichert

## REGISTRATION INFORMATION:

Please note that the Study Mission is a members only program. For membership information, please contact us at 916.552.6800 or [membership@metrochamber.org](mailto:membership@metrochamber.org)

### REGISTRATION COSTS

**Single Occupancy** ..... \$3,195 per person  
**Double Occupancy** ..... \$2,995 per person  
**Additional Room Nights** ..... \$215 per room/per night  
(inclusive of tax)\*  
**Two Bedroom Suite Upgrade** ..... \$390 per room/per night\*

\*Based on hotel availability at time of request

### HOTEL ACCOMODATIONS:

Registration includes three nights and four days at:

#### The Alexander Hotel

333 Delaware Street  
Indianapolis, IN 46204  
317-624-8200  
[www.thealexander.com](http://www.thealexander.com)

### EVENT & SPONSORSHIP INFORMATION:

#### Susan Brazelton

[sharris@metrochamber.org](mailto:sharris@metrochamber.org)  
ph: 916-826-5410

### REGISTRATION INFORMATION:

#### Kacey Johnston

[kaceyk@istours.com](mailto:kaceyk@istours.com)  
ph: 916-850-1976 x160

### TERMS AND CONDITIONS:

**RESERVATIONS:** Reservations are based on space availability and will be confirmed upon receipt of registration and full payment.

**WAITING LIST:** If the trip is full, only upon submission of a waiting list form will you be put on the waiting list. If there is a cancellation, the first person on the list will be contacted and a notice will be e-mailed.

**PAYMENTS:** Please make checks payable to I.S.Tours. Registration payments are due no later than August 09, 2019. All payments received after August 15, 2019 are considered late and will be charged a \$100.00 late processing fee. Confirmation is subject to space availability at prevailing rates. Please note that payments by credit card (Visa, MasterCard or American Express) will incur a convenience fee of up to 4.1%. Your statement will reflect the name of I.S. Tours when the charge is posted. NOTE: Your travel documents WILL NOT BE RELEASED if payment is not received by August 31, 2019.

**NAME CHANGES:** Name changes are allowed without a fee prior to August 30, 2019. After August 30, 2019 name changes are allowed with a \$150.00 charge. No name changes are allowed after September 5, 2019. A change of name form must be provided and emailed to I.S.Tours. I.S.Tours assumes no responsibility with respect to monies between participants.

**CHANGES:** The Sacramento Metro Chamber has the right to withdraw the program, or any part of it to make such alterations in the itinerary deemed necessary, or to substitute services of comparable value. Unused portions of the program are not refundable.

**EXPENSES:** Prices include only those services specifically stated in your tour package. Items such as room service, telephone calls, optional activities and other incidental items not specifically stated in your package, are not included.

**CANCELLATIONS:** Cancellations must be made in writing and must be emailed to I.S.Tours to [kaceyk@istours.com](mailto:kaceyk@istours.com). A \$250.00 per person penalty plus any hotel and

### FLIGHT ACCOMODATIONS:

(operated by United Airlines)

#### Group Flights:

##### September 10

		Departs	Arrives
UA#740	SMF/DEN	6:26AM	9:46AM
UA#1296	DEN/IND	11:05PM	3:33PM

##### September 13

		Departs	Arrives
UA#486	IND/DEN	4:50PM	5:42PM
UA#773	DEN/SMF	7:15PM	8:47PM

Alternate travel arrangements can be made by contacting Margarita Castillo from I.S. Tours:

#### Margarita Castillo

[margaritac@istours.com](mailto:margaritac@istours.com)  
ph: 916-850-1976 x101

REGISTER NOW:

[WWW.REGONLINE.COM/STUDYMISSION19](http://WWW.REGONLINE.COM/STUDYMISSION19)

### LET'S GET THE CONVERSATION ROLLING:



#StudyMission19

airline penalties will apply from date of booking through August 1, 2019. August 2, 2019 to date of departure, the registration fee is non-refundable and may result in loss of entire program cost. There are no refunds for no-shows.

**RESPONSIBILITY:** The Sacramento Metro Chamber and I.S.Tours, their representatives and agents act only as intermediaries between travel program participants and airlines, hotels and other public service organizations. Both the Sacramento Metro Chamber and I.S.Tours disclaim any liability for claims, losses, damages, costs for expenses arising out of injury, accident or death, inconvenience, loss of enjoyment, loss of pay, upset disappointments, distress or frustration, whether physical or mental resulting from acts of God, weather, overbooking incurred by said persons or operators to either passengers or baggage from whatsoever cause.

**I.S.Tours MAINTAINS A TRUST ACCOUNT (#3368097493)** to protect its clients' payments pending distribution to suppliers. Additionally, I.S.Tours participates in California's Travel Consumer Restitution Fund. Our registration number is 2085879-40. A claim can be filed with the California State Attorney General within 60 days after you suffer or become aware of loss. Registration as a seller of travel does not constitute approval by the state of California.

**AIR TRANSPORTATION:** For scheduled service, United Airlines is the official airline for the 2019 Study Mission. Flight delays and cancellations can occur and are completely outside of the control or responsibility of the Sacramento Metro Chamber and I.S.Tours. In the event of a delay or cancellation, United Airlines, not I.S.Tours, determines and provides the compensation, if any, to be provided to passenger(s). Please verify baggage policy prior to departure.

**DOCUMENTATION:** ALL passengers must present a valid U.S. or state issued picture identification to travel within the United States. You must submit your name as it appears on this document and your date of birth, as required by TSA. Failure to comply may result in denied boarding and no refunds will apply.