North America Customer Conference
Frequently Asked Questions

chevin

1. Accommodation

Is there a recommended conference hotel?

Yes, the Conference Hotel is: St. Louis Hotel Downtown | The Westin St. Louis where we have allocated rooms for our guests should you wish to stay at the same venue.

Is there a discounted Chevin rate?

Yes, our rate at The Westin is $159.00 USD per night before taxes and fees.

Book your group rate for Chevin Customer Conference May 2026

Last Day to Book: April 22, 2026.

Are there alternative nearby hotels?

Alternative hotels within a 5-10 minute walk:

- Hyatt Regency St. Louis at The Arch
- Hilton St. Louis at the Ballpark
- Drury Plaza Hotel St. Louis At The Arch

Venue Information

The Westin St Louis Downtown
811 Spruce St, St Louis, MO, 63102

- Contact Number: +1 314-621-2000
- Check-in: 4:00 pm
- Check-out: 11:00 am

Register now

2. Travel & Transport

What is the nearest airport to the venue?

St Louis, Lambert International Airport (STL).

How long does it take to get from the airport to the venue?

The distance is 15 miles (24km) and is roughly a 20-25 minute drive without heavy traffic.

What are the recommended transfer options? (train, taxi, rideshare, shuttle)

Train (MetroLink Light Rail) – Cheapest

MetroLink light rail service from the airport to downtown. From either terminal station at STL (Terminal 1 or Terminal 2), board the Red Line towards downtown. Get off near Stadium/Busch Stadium or another central stop and walk or take a short taxi for the last block to the hotel.

- Time: ~30–35 minutes.
- Cost: ~$2.50 USD one-way.

Taxi

Regular metered taxis are available outside both airport terminals.

- Time: ~20 minutes.
- Cost: Typically $35-$50 USD (plus tip).

Rideshare (Uber/Lyft)

On-demand or pre-booked rides via Uber or Lyft from the airport.

- Time: ~20–25 minutes.
- Cost: Often around $40-$60 USD (varies by demand/time).

Is parking available at the hotel?

Yes, the following options are available:

- Self-parking (onsite): about $40 USD per night
- Valet parking (onsite): about $50 USD per day

The hotel also has acessible wheelchair / van parking available.

3. Agenda & Content

Where can I find the full agenda?

View agenda

Will sessions be recorded?

We are not currently planning to record the sessions.

Are slides shared afterwards?

Yes, these will be shared in the post conference email comms.

Are there breakout sessions, and do I need to pre-book?

Yes, there will be breakout sessions, but these do not need to be pre-booked. You'll be able to choose the sessions most relevant to you each day.

Can I book my Ask the Expert Sessions?

Yes, bookings for the slots will open on April 23rd, and we will send you the booking link via email.

Will there be a conference app?

Yes, details of this will be shared via email ahead of the Conference.

Can I book dedicated training sessions to learn more about new features?

Yes, there will be dedicated breakout training sessions focused on new features. You can also use your Ask the Expert session to book one-to-one training on these features, should you prefer more personalized support.

Who should attend this event? Is it best suited to FleetWave users and experts, IT teams, or business leaders?

Many customers bring a mix of attendees, for example, business leaders to participate in industry discussions and future planning, alongside FleetWave admin users who want additional training.

What's consistent, however, is that everyone who attends reports seeing significant value from our events, as reflected in our satisfaction results.

4. Food & Dietary

Are meals provided?

Yes, the following meals are included within your conference registration fee:

- May 18th: Dinner
- May 19th: Breakfast, Lunch, Dinner, Snacks
- May 20th: Breakfast, Lunch

Can dietary requirements be accommodated?

Yes, please let us know of any dietary requirements when completing the registration form. If you need to update your requirements after completing the form, please contact your customer success representative.

Register now