

Frequently Asked Questions

Regarding the Partners' section of the CACVB website

Q: How much does it cost for me to be listed on your website? I am hesitant to "set up an account" without first knowing the costs.

A: No fees! Free service. The CACVB promotes all the great things the area has to offer. By sharing your information, you help us do just that – and your listing has the potential to be viewed by visitors looking for information on the area.

Q: I have tried to access our old account, but the new account page will not accept any password I try to use. How do I register?

A: Existing accounts were not transferred to this new system. Please set up a new account online at www.pursueCharlottesville.com/partners.php

Q: Are there any restrictions on the username and password?

A: There are no restrictions on the username. If you try to use one that's already in use, you will be given a message to select another username. There is a requirement that the password must be between 4 and 12 characters long.

Q: What do you would recommend I do in order to increase the accessibility of the link on your site?

A: The best way to increase accessibility is to include great content—full copy, good photos and complete contact info.

Q: I went to the site and noticed that all of our info is up to date, so do I need to do anything?

A: Actually because this is a new system, you do need to create a new listing. All of our existing listings are going to be removed Oct. 1st.

Q: How often should I check back? Or update my listing?

A: Check back to see updates on the "View Partner Resources" section regularly. Listings must be updated every three (3) months to maintain a fresh and seasonal look and feel that is inline with the brand and the initiatives of the CACVB.

Q: I just added an event to the events calendar. Why isn't it showing up on the website?

A: Allow a minimum of 7-10 business days for publishing any and all new information.

Q: I forgot my username. How can I retrieve it?

A: Please email webmaster@pursuecharlottesville.com with your name and organization's name. Your information will be emailed to you as soon as possible.