

Registration Cancellation and Refund Policy

- A US\$350 service charge applies to all registration cancellations submitted in writing and received on or before **Friday, April 27, 2018**. Registrants must provide their registration confirmation number when submitting a written cancellation request by e-mail to payments@sapandasug.com. Cancellation requests cannot be taken over the telephone.
- Refunds will not be issued on cancellations received after **Friday, April 27, 2018**.
- Conference no-shows are ineligible for a refund.
- Cancelling your conference registration will not automatically cancel your hotel reservations. Please be sure to cancel separately.

Registration Substitution Policy

Substitutions will be permitted only if you are substituting your registration with someone from the same company. There is no fee for name-change substitutions as long as no payment information is changed. A US\$150 administrative fee will apply to any substitutions requiring payment changes. To request a substitution, re-access your registration using the [Access My Registration](#) function and click on the Substitute Registration link.

Substitutions will not automatically update your hotel reservation. Please refer to the [Hotel Cancellation and Refund Policy](#).

Buy 7, Get 8 (B7G8) Group Discount Package Policy

The following policies apply to group package leads and participants. The first registrant who submits the package payment is considered to be the "package lead". Attendees receiving an invite to attend from the lead are considered to be the participants of the package. Once payment is received/processed in full, a registration confirmation e-mail with the B7G8 invite console link embedded will be sent to the package lead. Each console permits a maximum of eight (8) registration entries which includes the package lead. Each registrant must complete their own registration. Registrations cannot be completed over the phone, and we are unable to make exceptions to this condition. **If an attendee registers/completes payment prior to receiving an invite from a package lead, they will be required to cancel their paid registration. The standard registration cancellation service charge of US\$350 will be deducted from refund.**

- This promotional offer cannot be combined with any other discounts or promotions.
- Single payment is completed by the package lead. Payments accepted are credit card or wire transfer.
- Package lead and participants are required to be employed by the same company. If the company has multiple domains, please e-mail registration@sapandasug.com for assistance.
- The same company name will be displayed on package lead and participant conference badges. This information can only be updated by the package lead, no exceptions.
- Companies that do not renew their ASUG membership will be charged the difference between the non-member and ASUG member rate. If you have any questions about your membership status, please contact memberservices@asug.com.
- The conference reserves the right to cancel and/or modify this promotion at any time.

Buy 7, Get 8 Group Discount Package Cancellation and Refund policy

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- If the package lead cancels this registration, all participants will be cancelled.