

Buy 4, Get 5 (B4G5) Group Discount Package Policy

The first registrant who submits the package payment is considered the “package lead”. Once payment is received and processed in full, a registration confirmation e-mail with a link to the B4G5 invite console will be sent to the package lead. Attendees receiving an invite to attend from the lead are considered the participants of the package.

- Package payment is provided by the package lead. Payments accepted are credit card or wire transfer
- Each console contains a maximum of five (5) registrations including that of the package lead
- The package lead is responsible for deploying each prepaid invitation to all package participants
- Each package participant must accept and complete registration in full to become active within the package
- Each package participant must complete their registration to be able to book their hotel
- Registrations cannot be completed over the phone; regrettably we are unable to make exceptions
- If a package participant has already registered and paid prior to receiving an invite from a package lead, they are required to cancel their paid registration. The standard registration cancellation service charge of US\$350 will be deducted from refund
- The package lead and participants are required to be employed by the same company. If a company has multiple domains (with different e-mail extensions), send an e-mail to 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
- This promotional offer cannot be combined with any other discounts or promotions

Buy 4, Get 5 Group Discount Package Cancellation and Refund policy

- A US\$350 service fee applies to all registration cancellations received on or before Friday, March 29, 2019
- Registration cancellations must be submitted by e-mail to payments@sapandasug.com, referencing the registration confirmation number
- Regrettably, cancellation requests cannot be taken over the phone
- Refunds will not be issued on cancellations received after **Friday, March 29, 2019**
- Conference no-shows are ineligible for a refund
- Cancelling your conference registration will not automatically cancel your hotel reservations
Please be sure to cancel any hotel and travel plans
- If a package lead cancels their registration, all participants will be cancelled