

Registration Cancellation and Refund Policy

- Registration cancellations must be submitted by e-mail to payments@sapandasug.com, referencing the registration confirmation number
- A US\$350 service fee applies to all registration cancellations received on or before **Friday, March 29, 2019**.
- 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

Registration Substitution Policy

Substitutions are permitted only if you are substituting your registration with someone from the same company. There is no service fee for name change substitutions if the payment information remains the same. A US\$150 service fee will apply to any substitutions requiring payment changes. To initiate 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 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

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- If a package lead cancels their registration, all participants will be cancelled