

### Single-Ticket Registration Cancellation and Refund Policy

- Single-ticket registration cancellations must be submitted by e-mail to [payments@sapandasug.com](mailto:payments@sapandasug.com), referencing the registration confirmation number
- A US\$350 service fee applies to all registration cancellations received on or before **Friday, April 3, 2020**
- Regrettably, cancellation requests cannot be taken over the phone
- Refunds will not be issued on cancellations received after **Friday, April 3, 2020**
- 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

### Single-Ticket 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](#).

### Group-Ticket Discount Policy

**5 Pack (Buy 5, Save 10%)**

**10 Pack (Buy 10, Save 20%)**

**30 Pack (Buy 30, Save 30%)**

The first registrant who submits the group-ticket payment is considered the "package lead". Once payment is received and processed in full, a registration confirmation e-mail with a link to the group-ticket discount 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 lead and participants are required to be employed by the same company. If the company has multiple domains, please e-mail [registration@sapandasug.com](mailto:registration@sapandasug.com) for assistance. The same company name will be displayed on package lead and participant conference badges.

- Group-ticket payment is provided by the package lead. Payments accepted are by credit card or wire transfer
- Each console for the respective group-ticket discount purchase includes the package lead. The console for the "5 Pack" group discount will contain a maximum of five (5) registrations; the console for the "10 Pack" group discount will contain a maximum of ten (10) registrations; and the console for the "30 Pack" group discount will contain a maximum of thirty (30) registrations
- Package lead cannot decrease the amount of passes once purchased
- Package lead can increase the amount of passes as long as initial purchase rate is still active. Once the rate at time of purchase is expired, the quantity cannot be modified
- 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 an individual has already registered and paid for a single-ticket and is then invited to participate as part of a group-ticket discount package, the single-ticket purchase must be cancelled. The standard registration cancellation service charge of US\$350 will be deducted from the refund
- 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](mailto:memberservices@asug.com).
- The conference reserves the right to cancel and/or modify this promotion at any time
- This group-ticket discount promotional offer cannot be combined with any other discounts or promotions

### Group-Ticket Discount Cancellation and Refund policy

- Refunds are not permitted for group-ticket discount package purchases

- If a package lead cancels their registration, all participants will be cancelled
- Individuals within the group-ticket discount package may cancel their registration which must be submitted by e-mail to [payments@sapandasug.com](mailto:payments@sapandasug.com), referencing the registration confirmation number. This opens another slot for the group lead to invite another individual
- Regrettably, cancellation requests cannot be taken over the phone
- 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