



## **2008 Host Users Group Conference Frequently Asked Questions for Conference Attendees**

**IMPORTANT: UNTIL YOU COMPLETE THE ENTIRE REGISTRATION PROCESS AND HAVE BEEN GIVEN A REGISTRATION NUMBER, YOUR REGISTRATION DOES NOT EXIST. BE SURE TO PRINT OUT YOUR REGISTRATION CONFIRMATION AND BRING IT WITH YOU TO THE CONFERENCE IN CASE THERE ARE ANY QUESTIONS ABOUT YOUR REGISTRATION STATUS.**

### **Frequently Asked Questions**

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### **What are the fees for the 2008 Conference, what do they cover, and when is payment due?**

Fees for 2008 are the same as last year!

Registration fees cover all training and general sessions, the Saturday night welcome reception, breakfast, lunch and breaks on Sunday, Monday, Tuesday & Wednesday, the HUG Party on Sunday night and the PSMS Party on Tuesday night. For Day Rate Registrants, your fees cover those same items for the day(s) for which you registered. Note that on Monday night, you are on your own; there is no HUG-sponsored or PSMS-sponsored social event on Monday night. Your registration fee does not cover any transportation or lodging costs, nor does it cover your Monday night activities or dining, which are your responsibility along with any incidentals charges you incur.

The Full Conference Registration fee for 2008 is \$350 if registration is *completed* before midnight Mountain Time September 26, 2008. On/after that time, the Full Conference registration fee is \$420.

Day Rate Conference Registrations are available again this year at \$150 per day if registration is *completed* before midnight Mountain Time September 26, 2008. On/after that time, the Day Rate Conference Registration fee is \$175 per day. Registration for the golf tournament is \$65 (does not include cart or club rental). The guest/spouse registration fee for the full conference is \$295 this year; we are continuing to offer "day rate" guest/spouse registrations in 2008. Click [here](#) for more information on guest/spouse day rates.

All payments are due at the time of registration; however, payment by check will still be accepted. See payment methods below.

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### **What's the prerequisite for registering for the conference? How do I know if my property paid its annual dues?**

In order to register for the conference, your company or property must have paid its 2008 Host Users Group Annual Dues, which were due in March. You will have the option to add your 2008 Annual Dues payment to your conference registration charges. To find out if your property or company has paid its 2008

dues, click [here](#). Note that properties who are part of a corporate SMS multiprop system may have their dues paid at the corporate level; if you are attending the conference from a multiprop property, be certain to register under the corporate name to ensure your registration is not delayed.

If your property installed SMS Host within the past year, PAR SMS has paid your first year's dues on your behalf, and you are eligible to register attendees.

If you register for the conference but your property has not paid its annual dues, your registration will be suspended until the dues are paid. If the dues (\$200 which includes a late payment penalty) are not paid by October 25, 2008, your registration may be cancelled.

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### **Can I register more than one attendee in a single online registration session and make just one payment?**

Yes. On the first registration page is a question, "Registering a group?" If you answer "yes", when you finish a registration for an individual, you will be offered the opportunity to register additional individuals, one at a time. If you know you will be sending more than one person but have not yet determined who the 2<sup>nd</sup>/additional people will be, answer "no" to the question; you can always return to your registration and add more people at a later date, or they can sign in and register themselves.

If you plan to also register a guest/spouse and *pay for everything with a single payment*, answer "yes" to the question. If you need to pay for a guest/spouse separately, answer "no" to the question and follow the instructions [here](#).

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### **I didn't complete my registration in the last session. Now I can't log back in to complete it.**

Incomplete registrations are not saved. You need to start again as a New Registration. However, the personal information that you entered previously will be recalled.

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## **Can I bring a guest or spouse for just specific days of the conference instead of paying a full conference guest/spouse registration for them?**

Following several requests last year, we've included new day rates for guests/spouses in addition to our Full Conference Guest/Spouse registration option. The guest/spouse fee entitles your guest/spouse to partake in all meals and breaks, as well as any evening social activities. Since social activities vary by day, so do the guest/spouse day rates:

Sunday Only Guest/Spouse - \$110 (includes HUG Party)

Monday Only Guest/Spouse - \$30 (no formal evening activities planned)

Tuesday Only Guest/Spouse - \$155 (includes SMS Party)

Full Conference Guest/Spouse - \$295.

Day rates can be combined; for instance a Monday/Tuesday Guest/Spouse rate would be \$185 (\$30 for Monday plus \$155 for Tuesday).

Guest/spouse rates are flat and do not change based on registration date.

Cancellation policies for guest/spouse fees are slightly different than those for conference attendee registration. See the [cancellation/refund policy](#) section of this FAQ.

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## **What methods of payment are accepted?**

We accept payment by MasterCard, Visa and American Express, as well as payment by check.

If you pay online with a credit card, the card will be charged immediately and you will receive a receipt.

If you pay by check, your check must be received within 3 weeks of the date you completed your registration and no later than October 24th. If your check is not received, your registration may be cancelled. If your registration is cancelled and you must re-register, and you re-register on or after September 26th, you will have to pay the higher registration fees. ***Please remember to include with your check copies of each registration confirmation covered by the payment to insure proper credit!***

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## **What is the cancellation/refund policy?**

All conference attendee registrations (that is, not guest/spouse) are non-refundable as of September 25th. Guest/spouse registrations are non-refundable as of October 25th. Any refunds issued will be sent by check within 3 weeks after the last day of the conference, regardless of the original method of payment.

***Exception:*** If it's necessary to cancel the golf tournament, players who have registered to participate as players and have paid have three options: (1) have a credit applied to your room bill; (2) receive a check within 3 weeks after the conference; (3) discuss the refund with the SMS HUG Board Treasurer. These three options are offered during the registration process.

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**I registered for the conference, but now my company wants to send someone else in my place. How do I do this and is there a fee?**

There is no charge to substitute one attendee for another of the same registration type. To make this change, use the link to the registration page (see last question in FAQ) and click “Existing Registration”. Enter the email address you used when you created your registration, then supply the password you created. Next select “Make a substitution” from the list of options. Follow the onscreen instructions.

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**I don't usually know if I'll be attending until the last minute. Will registration be available on site at the conference?**

Yes. We will have a workstation available at the conference registration desk for you to complete online registration. We do not have any paper registration methods this year. You may pay by check or credit card at that time, but payment must be for the full amount due. Please remember that if you must register on site, you will be paying the higher conference registration fees that go into effect starting September 26th. You should also verify that your property paid its 2008 annual dues before registering on site as unpaid dues will increase the amount you will need to pay by \$200.

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**My company is paying for my conference registration, but I need to pay for my own guest/spouse and/or golf fees separately. How do I do this?**

You do this by completing your conference registration that the company is paying for *without your guest/spouse and/or golf fee* and make payment in full; then return to your registration and add your guest/spouse and/or golf registration and pay again. Step-by-step:

To pay for a guest/spouse separately:

1. Complete a registration for yourself covering only the conference fees that your company is paying for. On the first page, answer “no” to the question of whether you will be registering more than one person for this Event.
2. Pay in full at the end of your registration. If you will be paying by check, you will need to wait until the check has been received and posted to your registration before you can proceed. If your registration is paid by credit card, then you can proceed immediately.
3. Return to the registration page by using the link in the last FAQ below. Click “Existing reservation” and enter the email address you used when you created your registration, and then enter the password you created. From the list of options, select “Add another person”. Select the appropriate registration type for your guest/spouse and proceed through the rest of the registration process.

To pay for golf tournament registration separately:

1. Complete a registration for yourself covering only the conference fees that your company is paying for. On the first agenda page, do NOT check the box that says you wish to participate in the golf tournament.
2. Pay in full at the end of your registration. If you are paying by check, you will need to wait until the check has been received and posted to your registration before you can proceed. If your registration is paid by credit card, then you can proceed immediately.
3. Return to the registration page by using the link in the last FAQ below. Click "Existing reservation" and enter the email address you used when you created your registration, and then enter the password you created. From the list of options, select "Make changes". Near the top of the next page is your registration; click the check box icon to the right under "Edit agenda". On the agenda page, check the box indicating that you wish to participate in the golf tournament, and enter your handicap in the space provided. Continue through the remainder of the registration process, making payment at the end.

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### **What do the red asterisks ("\*") on the registration forms mean?**

The red asterisks indicate required fields or required responses. There are a couple places that might be confusing though:

1. On the personal information page, there are red asterisks by both the US Zip Code and the International Postal Code fields. You must complete one or the other, but not both.
2. On the agenda page where you are selecting your classes in each breakout session, there are red asterisks next to every check box. However, within each breakout session, you will find that you can only check one option. That's okay.

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### **I can't seem to get past a certain page in the process. What's going on?**

If the page you just finished is redisplayed after you clicked "Continue" at the bottom, look first for an error message at the top of the page. Then look for flashing arrows to indicate a required field that you may have overlooked.

On the payments page be sure you check the box indicating your agreement to the terms and conditions; the box is small and unfortunately we are not able to make it any bigger. It's just below the extra large red-lettered warning and above the credit card payment entry box. Also be sure that if you are paying by credit card that you marked the radio button for credit card. Just entering your credit card information without clicking that radio button will cause the page to redisplay with errors.

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**How will I know when my check payment has been received and posted?**

You will receive an email notifying you that your registration has been paid. Please note that partial payments cannot be accepted.

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**Can I download my agenda selections to Outlook and then to my PDA?**

Absolutely. The options for doing this appear on the very last page of the registration process.

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**I intend to spend some time with a vendor during a particular breakout session. How do I indicate that I won't be attending any class during that time?**

In addition to the list of classes offered during each breakout session, there are two additional options you might select: "I plan to visit with vendors during this period" and "No selection/undecided". We want to encourage you to find time to visit with our vendor sponsors to learn about the services and products they offer. We also want to try to get the best head counts for each class in advance so we can optimize classroom selection against expected class size.

During your registration process, you will notice that a few items are shown as "non-optional", which means they will automatically print out on your personal agenda (if you choose to print it out). These non-optional items include the General Session on Monday and Tuesday, and the 30-minute sessions at the end of the day on Monday and Tuesday marked as vendor visitation times. We realize that at the time you are registering, you probably do not know which vendors will be present at the conference. Vendor registrations are due by September 25th, and shortly after that a list of participating vendors will be available at [www.smslug.org](http://www.smslug.org). In the meantime, if there is a breakout session that doesn't appear to offer any classes of particular interest to you, we encourage you to check "I plan to visit with vendors during this period", and then explore the products and services offered by the attending PAR SMS-approved vendors. You and your property will benefit from at least being aware of the valuable products and services available to users of PAR SMS.

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### **What is the attire for the conference?**

Business-casual is your best choice during the day. For the parties on Sunday and Tuesday nights, you may wish to consider dressing appropriately for that party's theme, but that's not required.

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### **What's the theme for the HUG Party on Sunday night?**

We'll let you know as soon as we know!

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### **What's the theme for the SMS Party on Tuesday night?**

Always the big secret, isn't it? Conference registrants will receive personal invitations from SMS disclosing this year's theme.

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### **Can I make my hotel reservations during the online registration process?**

After you complete your conference registration, you will be shown your registration confirmation page. On that page is a button, "Make Hotel Reservations"; click that button and you will be taken to Paradise Point's Passkey system, and your personal registration information will be copied into Passkey so you won't need to reenter it.

Paradise Point Resort & Spa is a short taxi ride from the San Diego airport.

*But you and only you are responsible for your own hotel reservations, as well as any changes or cancellations to those reservations. Your reservations are subject to the deposit and cancellation policies of the hosting property. Your conference registration fee does NOT include lodging or transportation to/from airports. The Host Users Group does not get involved in your lodging arrangements.*

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**Enough questions!!! Take me to the registration site!!!**

**Here you go: <http://www.regonline.com/HUG2008>**

*See you at the 2008 SMS Host Users Group Conference!*

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Comments and suggestions about this FAQ should be sent to [mwarren@smshug.org](mailto:mwarren@smshug.org).

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