



2009 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.

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What are the fees for the 2009 Conference, what do they cover, and when is payment due?

Fees for 2009 are the same as last year!

Registration fees cover all training and general sessions, all meals, breaks, networking events and parties with exception of Tuesday evening, as there is no HUG-sponsored or PSMS-sponsored social event on Tuesday night. Your registration fee does not cover any transportation or lodging costs or any incidentals charges you may incur.

The Full Conference Registration fee is \$350 if registered on or before September 15, 2009. After September 15, 2009, the registration fee will be \$420.

Day Rate Conference Registrations are available again this year at \$150 per day if registration is completed on or before September 15, 2009. After September 15, 2009, the Day Rate Conference Registration fee is \$175 per day.

All early bird registrations must be completed by 11:59 pm (MDT) September 15, 2009, to qualify for the discounted rate.

Registration for the golf tournament is \$80 (does not include 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 2009. 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 2009 Host Users Group Annual Dues, which were due in March. You will have the option to add your 2009 Annual Dues payment to your conference registration charges. To find out if your property or company has paid its 2009 dues, click [here](#).

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 Springer-Miller Systems 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, including the \$25 late payment penalty) are not paid by October 31, 2009, 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. Complete the first registration of your group but do not click "Finish My Registration." Follow the first registration of your group through to the "Checkout" page. On this screen you can click the "Add another person" link.

If you know you will be sending more than one person but have not yet determined who the 2nd/additional people will be, you can complete the first registration by clicking "Finish My Registration" from the Checkout page; you can always return to your registration and add more people at a later date, or they can sign in and register themselves.

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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.

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.

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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, 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:

- Monday Only Guest/Spouse - \$80 (includes HUG Party)
- Tuesday Only Guest/Spouse - \$25 (no formal evening activities planned)
- Wednesday Only Guest/Spouse - \$120 (includes SMS Party)
- Full Conference Guest/Spouse - \$295

Day rates can be combined; for instance a Tuesday/Wednesday Guest/Spouse rate would be \$145 (\$25 for Tuesday plus \$120 for Wednesday).

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 November 1, 2009. 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 October 1st, 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 15, 2009. Guest/spouse registrations are non-refundable as of October 23, 2009. 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 the hotel or HUG cancels the golf tournament, players who have registered to participate 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 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, and 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. 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 15, 2009. You should also verify that your property paid its 2009 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.
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.



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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 of places that may be confusing:

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. 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.



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.

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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, you may select "None/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, Keynote Speaker on Tuesday and PSMS Presidents Welcome on Wednesday and the designated Vendor time on Monday, Tuesday and Wednesday.

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 October 1, and shortly after that a list of participating vendors will be available at 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 "None/Undecided," 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 Monday and Wednesday 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 Monday night?

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

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What's the theme for the SMS Party on Wednesday 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?

No, please call Hammock Beach central reservations at 866-502-6228.

Hammock Beach Resort is an hour taxi ride from the Jacksonville airport.

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!!!

<http://www.regonline.com/HUG2009>

See you at the 2009 Host Users Group Conference!

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Comments and suggestions about this FAQ should be sent to <mailto:msolarczyk@smshug.org>.

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