

# Registration and Refund Policy

## Registration Cancellation and Refund Policy

- A US\$350 service charge applies to all registration cancellations submitted in writing and received on or before **Friday, April 7, 2017**. A registrant must provide the registration confirmation number when submitting a written cancellation request to [payments@sapandasug.com](mailto:payments@sapandasug.com) or fax to +1 413-653-9014.
- Cancellation requests will NOT be taken over the telephone.
- Refunds will not be issued on cancellations received after **Friday, April 7, 2017**.
- Conference no-shows are ineligible for a refund.
- Cancelling a hotel reservation will not affect a conference registration.

## Registration Substitution Policy

Substitutions will be permitted only if you are substituting your registration with someone from the same company. There is no fee for name-change substitutions, as long as no payment information is changed. A US\$150 administrative fee will apply to any substitutions requiring payment changes. To request 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 7, Get 8 (B7G8) Group Discount Package Policy

Group package leads and participants must abide by the following package policies. The first registrant that submits the package payment is considered the "Package Lead". Attendees receiving an invite to attend from the lead are considered the participants of the package. Once payment is received/processed in full, a registration confirmation e-mail with the B7G8 invite console link embedded will be sent to the package lead. Each console permits a maximum of eight (8) registration entries which includes the package lead. Each registrant must complete their own registration. No registrations will be completed over the phone, no exceptions. **If an attendee registers/completes payment prior to receiving an invite from a package lead, they will be required to cancel their paid registration. The standard registration cancellation service charge of US\$350 will be deducted from refund.**

- This promotional offer cannot be combined with any other discounts or promotions.
- Single payment is completed by the package lead. Payments accepted are credit card, check, or wire.
- 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.
- SAP employees are NOT eligible to participate and/or purchase registrations for this promotion.
- 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.
- 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.

## Buy 7, Get 8 Group Discount Package Cancellation and Refund policy

- A US\$350 service charge applies to the package lead cancellation submitted in writing and received on or before **Friday, April 7, 2017**. A registrant must provide the registration confirmation number when submitting a written cancellation request to [payments@sapandasug.com](mailto:payments@sapandasug.com) or fax to +1 413-653-9014.
- Cancellation requests will NOT be taken over the telephone.

- Refunds will not be issued on cancellations received after **Friday, April 7, 2017**.
- If the package lead cancels this registration, all participants will be cancelled.
- Conference no-shows are ineligible for a refund.
- Cancelling a hotel reservation will not affect a conference registration.