

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 8, 2016, at 5:00 p.m. ET. A registrant must provide the registration confirmation number and submit a written cancellation request either via e-mail to payments@sapandasug.com or faxed 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 8, 2016, at 5:00 p.m. ET.

Conference no-shows are ineligible for a refund.

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, send an e-mail to payments@sapandasug.com.

Registration cancellations or substitutions will not automatically update your hotel reservation. (Please refer to the Hotel Cancellation and Refund Policy below)

“BUY 7, GET 8” GROUP DISCOUNT PACKAGE RULES

If you anticipate that you will be taking part in a “Buy 7, Get 8” group discount package, please wait to register. Each participant will receive a unique invitation to register from the lead registrant. If a Buy 7, Get 8 group discount package participant registers on their own, they will be required to cancel their own registration and pay the US\$350 service charge before they can register under the Buy 7, Get 8 group discount package.

Only paid registrations qualify for this promotion. This promotional offer cannot be used in conjunction with any other discounts or promotions. SAP employees are not eligible to participate and/or purchase registrations for this promotion.

All eight registrants must be employed by the same company and possess the same e-mail address domain. One (1) lead registrant must take the responsibility to purchase the Buy 7, Get 8 group discount package.

We accept three (3) forms of payment: credit card, company check, and wire transfer. **SAPHIRE NOW and ASUG Annual Conference does not accept purchase orders as a form of payment.** There are no exceptions. Once we receive full payment, we will provide the lead registrant with a Buy 7, Get 8 group discount package invitation console link in the registration confirmation e-mail. Each invitation console permits a maximum of eight (8) registration entries and includes the lead. Each registrant must complete their own registration.

Unused Buy 7, Get 8 group discount package registrations are forfeited and ineligible for a refund. There are 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.

If you have additional questions about the Buy 7, Get 8 group discount package, please contact registration@sapandasug.com.

SAP and ASUG reserve the right to cancel and/or modify this promotion at any time.

BUY 7, GET 8 GROUP DISCOUNT PACKAGE CANCELLATION AND REFUND POLICY

A US\$350 service charge applies to EACH cancellation submitted in writing and received on or before Friday, April 8, 2016, at 5:00 p.m. ET. A registrant must provide the registration confirmation number and submit a written cancellation request either via e-mail to payments@sapandasug.com or faxed to +1 413-653-9014. Cancellation requests will not be taken over the telephone. If the Buy 7, Get 8 lead cancels this registration, we will also cancel all group participants.

Buy 7, Get 8 group discount packages that are NOT complete with eight (8) registrants cannot be consolidated with other packages with open and available spots. Unused Buy 7, Get 8 group discount package registrations are forfeited and ineligible for a refund. There are no exceptions.

Refunds will not be issued on cancellations received after Friday, April 8, 2016, at 5:00 p.m. ET.

Conference no-shows are ineligible for a refund.

Registration cancellations will not automatically update your hotel reservation. (Please refer to the Hotel Cancellation and Refund Policy below).

HOTEL CANCELLATION AND REFUND POLICY [See details](#)