

2009

Accela User Conference

Frequently Asked Questions

Q. What meals are included as part of my registration package fee?

A. These meals are included with Conference registration package:

- Continental breakfast Monday through Wednesday
- Lunch Monday through Wednesday
- Dinner at the Welcome Reception Monday night
- Appetizers and drinks at Partner Pavilion Cocktail Receptions Monday and Tuesday
- Dinner at Accela's 30th Anniversary Party Wednesday night

If you are purchasing a conference package that includes Hands-on Training classes, then your registration package will also include continental breakfast and lunch on Thursday and Friday.

Q. What does a Conference Guest Pass include?

A. This year's Conference Guest Pass includes access to the Welcome Reception on Monday night and Accela's 30th Anniversary Party on Wednesday night.

Q. Can I purchase a Conference Guest Pass onsite?

A. Yes. A Guest Pass may be purchased for \$125 per person with a full Conference registration.

Q. Does the Venetian Resort Hotel Casino offer a government room rate?

A. No, the hotel does not offer a government rate. But to save you money and provide the convenience of onsite accommodation, Accela was able to secure a reduced rate to bundle with Conference registration fees.

If you are planning to only attend Hands-on Training and would like to reserve a room at the Conference hotel, Accela has secured a group rate of \$159 per night. Please mention Accela to take advantage of this great rate.

Q. What is the Venetian's reservation cutoff date?

A. The cutoff date to make reservations at this rate is Thursday, July 2, 2009. This special rate is available August 1 through August 7. You must cancel your reservation 14 days in advance to avoid a penalty.

Q. What is the Conference registration cancellation policy?

A. Requests for cancellation must be received in writing by July 3, 2009 and will incur a \$125 processing fee. No refunds will be granted for requests received after July 3, 2009. Written requests can be mailed to accelareg@mosaicevents.com or sent via fax to (415) 908-2651.

Q. What is the cancellation policy for registration for Hands-on Training only?

A. Requests for cancellation must be received in writing by July 3, 2009 and will incur a \$125 processing fee. No refunds will be granted for requests received after July 3, 2009. Written requests can be mailed to accelareg@mosaicevents.com or sent via fax to (415) 908-2651.

Q. If I have registered but can't attend, can I send someone in my place without incurring a penalty?

A. Yes. If you are unable to attend, you may send a substitute from your agency without incurring a penalty.

Questions? conference@accela.com

