



Registration Frequently Asked Questions

Q: When and where is Oracle Modern Customer Experience taking place?

A: Oracle Modern Customer Experience takes place from April 10-12, 2018 at the McCormick Place in Chicago, Illinois. Click to view more information about [Oracle Modern Customer Experience](#).

Q: How can I register for Oracle Modern Customer Experience?

A: For complete information and links to register, visit the conference website: [Oracle Modern Customer Experience](#).

Q: I am a part of a large group coming to Oracle Modern Customer Experience. Is there a group registration process or any discounts available for groups?

A: Yes. The Group Pass Purchase program will allow you to prepay for multiple registrations at once. Discounts are applied when five (5) or more passes are purchased. There are no discounts offered for four (4) or fewer passes. This offer is only valid when paying by credit card, is nonrefundable, and cannot be combined with any other offers or discounts. Please [click here](#) to view the full terms and conditions for the Group Pass Purchase program.

Q: I need a visa to enter the United States. Does Oracle provide statement of planned attendance letters to submit with my visa application?

A: Provided you are registering for Oracle Modern Customer Experience, Oracle will provide a statement of planned attendance to submit with your visa application. You will be required to submit pertinent passport, embassy/consulate, and travel information during registration. Attendees are responsible for completing and submitting the visa application to their local consulate or embassy.

Q: I started my registration but did not finish. How can I complete it?

A: Go to [My Account](#). After entering your Oracle.com account login details, you will be taken to the point in your registration where you left off.

Q: I received a discount code, but I am already registered. Can I get this code applied to my registration?

A: Group Pass Purchase codes are the only codes that may be applied to existing registrations. Please contact the Oracle Modern Customer Experience help desk for further information on rules and restrictions (contact information below).

Q: I am having trouble logging in with my Oracle.com account.

A: Please refer to the step-by-step [Registration Instructions](#) or contact the Oracle Modern Customer Experience help desk for assistance (contact information below).

Q: My company is a sponsor at Oracle Modern Customer Experience. How do I register to attend?

A: You will need a sponsor registration discount code. If you do not already have this discount code, please contact the person from your company who is managing your sponsor participation at Oracle Modern Customer Experience. If you have any questions, contact the Oracle Modern Customer Experience help desk for assistance (contact information below).

Q: How do I cancel my registration?

A: All cancellations must be received in writing via an email to ModernCX@gpi.com.

Note: Refund policy does not apply to packages where no registration fee has been paid. Refunds will not be given to attendees who pick up their badge credentials onsite.

- Full refund: Cancellations must be received by **February 16, 2018, 5:00 p.m. PT.**
- 50% refund: Cancellations must be received between **February 16 and March 9, 2018, 5:00 p.m. PT.**
- No refunds will be given for cancellations received after **March 9, 2018, 5:00 p.m. PT.**
- No refunds allowed for any group passes purchased.



Q: Can I substitute someone else to use my registration?

A: Substitutions may be requested by sending an email to the Oracle Modern Customer Experience Registration Team at ModernCX@gpi.com with the names of both the original and substitute registrants. **All requests for substitutions must be received no later than 5:00 p.m. PT on April 9, 2018.** Onsite substitutions will incur a US\$100 processing fee.

Q: Can I bring a guest to the event?

A: Yes, you can bring a guest to the Customer Appreciation Event for just US\$295. This rate of US\$295 can only be applied in conjunction with an Oracle Modern Customer Experience full conference package and cannot be purchased as a standalone item. You will be offered the opportunity to add additional registration packages during the registration process on the package selection page. For additional information, visit the Oracle Modern Customer Experience [website](#). If you are already registered and would like to add to your order, log in to [My Account](#) and click the "Add Package" button at the bottom of the page.

Q: Where can I find agenda details?

A: A schedule of events can be found on the [Oracle Modern Customer Experience](#) website.

Q: How can I find information about housing and booking a hotel room?

A: Please refer to the housing information on the [Oracle Modern Customer Experience](#) website. For frequently asked questions regarding housing, scroll to the bottom of this page.

Q: What methods of payment are accepted for conference registration?

A: Payment can be provided at the time of registration. Accepted payment methods include:

- Credit card (American Express, Discover, MasterCard, Visa)
- Check
- Wire transfer

Make check payable to:

Oracle America Inc.

Check Mailing Address:

RainFocus, Inc.
P.O. Box 748599
Los Angeles, CA 90074-8599

Please Note: This address does not accept overnight packages via FedEx, UPS or DHL. Mailing your payment to any other address will delay the processing of the payment.

For Courier Delivery Only

Bank of America Lockbox Services
Lockbox 748599
2706 Media Center Drive
Los Angeles, CA 90065-1733

Payment accepted in US dollars only.

Important: Include in check memo: - Conference event name - Attendee name - Invoice number

Q: How do I get a copy of my receipt/invoice?

A: When you register, a copy of your invoice will be attached to your registration confirmation email. You can also access this information via [My Account](#). You will also have access to your registration and housing information if any updates are necessary. If you need another copy of your invoice, please contact the Modern Customer Experience Registration team (contact info below).

Q: I am not familiar with Chicago. Where can I get information for my visit?

A: Please visit the official city of Chicago [website](#).



Q: I have special dietary needs. Will meals be provided to accommodate my needs at the event?

A: Yes. Oracle will offer specially prepared meals for attendees with dietary restrictions and we will do our best to fulfill every appeal that diverges from standard special needs (vegetarian, vegan, gluten/dairy-free, etc.). Special meals are available on a first-come, first-served basis and some meals may be limited in quantity. When you arrive in the lunch area onsite make your request known to a server and they will review available dietary options. Please see the Registration or Information desks onsite for further details.

Q: Whom should I contact if I require special assistance (wheelchair or other special access, hearing impaired, sight impaired)?

A: You will be able to indicate the need for any special assistance during the registration process. The Oracle planning team will work with you to make sure your assistance needs are met. If you have already registered you can access [My Account](#) and update that profile question, or you can contact the Oracle Modern Customer Experience help desk for further assistance (contact information below).

Q: Will I need to wear my badge at Oracle Modern Customer Experience?

A: Yes, you will need to wear your badge at all times. Your badge cannot be given to or shared with another attendee or the badge will be confiscated, and you will be asked to leave the event. If you lose your badge while onsite, visit any of the registration desks for assistance. **There will be a US\$75 fee to print a replacement badge.**

Housing Frequently Asked Questions

Oracle has secured a block of rooms at discounted rates for Modern Customer Experience attendees at various hotels in Chicago. Please note that room rates can vary per night. The deadline to book your accommodations at the discounted rates is March 9, 2018.

Q: How can I add a hotel reservation to my registration or make changes to my existing hotel reservation?

A: You can book or modify an existing reservation within the Housing section of [My Account](#). Be sure to have your Oracle.com account login details available. Please contact the Oracle Modern Customer Experience help desk for any additional assistance (contact information below). You must be a registered attendee of Oracle Modern Customer Experience to book your stay via [My Account](#).

Q: When is the last date the Oracle Modern Customer Experience housing team guarantees rooms at discounted conference rates?

A: Discounted room rates will be offered, based on hotel availability, until March 9, 2018. After this date, rates will be determined by the hotel.

Q: What is the hotel guarantee and cancellation policy?

A: Cancellations must be made no less than 72 hours prior to your arrival. Failure to do so will incur a penalty equal to one night's room and tax. If you need to shorten your hotel stay, please do so before Friday, March 9, 2018 through your registration portal. Hotel may charge a one night's room and tax deposit on the credit card provided at the time of booking. If you shorten your hotel departure date once you check in, the hotel's standard early departure fees will apply.

Q: What if I do not check in on my scheduled arrival date?

A: If you do not arrive on your scheduled arrival date, the hotel will cancel your entire reservation and can opt not to reinstate your reservation, even if you arrive the next day. You will also be charged the penalty of one night's room and tax regardless of whether the hotel opts to reinstate your reservation or not.

Q: If I am not ready to register for Oracle Modern Customer Experience but would like to book my hotel, can I do so?

A: No. To take advantage of the discounted room rates that Oracle is offering, you must be registered for Oracle Modern Customer Experience.



Q: Will I need to provide a credit card to book my room?

A: Yes, a credit card will need to be entered to make any reservations within the Oracle Modern Customer Experience housing block.

Q: Can I use the same credit card I provided when making my reservation as a guarantee of payment to the hotel at check-in?

A: Yes, however if the credit card used as a guarantee for your hotel reservation is not in your name, the cardholder must be present at check-in or a faxed credit card authorization form must be set up with the hotel prior to your arrival.

Q: Can I contact the hotel directly to make a hotel reservation or changes to my existing reservation at the Oracle Modern Customer Experience discounted rates?

A: Prior to March 9, 2018 reservations and changes **must** be made through [My Account](#) or the Oracle Modern Customer Experience help desk (contact information below) to obtain the discounted rates.

Q: Will I receive a hotel confirmation number?

A: All reservations made within the Oracle Modern Customer Experience housing block will be confirmed via a separate hotel email confirmation. After March 9, 2018 you will receive your final hotel confirmation number via email.

Q: If I enter special requests on my hotel reservation are they guaranteed?

A: Although hotels do their best to accommodate all special requests, they are not guaranteed.

Questions?

If you have any further questions, contact the Oracle Modern Customer Experience help desk Monday through Friday, 6:00 a.m. to 6:00 p.m. PT.

US and Canada:	Oracle Modern Customer Experience Customer Service Line
International:	1.866.254.8740
Email:	+1.650.416.8794
	ModernCX@gpj.com