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**APRIL 25–27, 2017 | Mandalay Bay, Las Vegas**

## Registration Frequently Asked Questions

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

**A:** Oracle Modern Customer Experience takes place from April 25–27, 2017 at the Mandalay Bay in Las Vegas, Nevada. 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 (4) or more passes are purchased. There are no discounts offered for three (3) 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: Can I upgrade my Full Conference Modern Customer Experience package?**

**A:** Yes. You can upgrade your experience by adding on an Expanded Access Pass for just US\$350. This rate of US\$350 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 upgrade your conference experience, log in to [My Account](#) and click on “Purchase Additional Registration Items” in the upper right-hand corner.

**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 via an email to [ModernCX@gpi.com](mailto: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 do not pick up their badge credentials onsite.

- Full refund: Cancellations must be received by **March 3, 2017, 5:00 p.m. PT.**
- 50% refund: Cancellations must be received between **March 3 and March 24, 2017, 5:00 p.m. PT.**
- No refunds will be given for cancellations received after **March 24, 2017, 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 2017 Registration Team at [ModernCX@gpi.com](mailto: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 24, 2017.** Onsite substitutions will incur a US\$100 processing fee.

**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.

**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

**Remit check payments to:**

Oracle America, Inc.  
Dept. 44860  
P.O. Box 44000  
San Francisco, CA 94144-4860

**Remit wire transfer payments to:**

**Bank Name:** Bank of America Merrill Lynch  
**Account Number:** 483043602367  
**Account Name:** Rainfocus LLC  
**ACH Routing Number:** 121000358  
**Routing/Transit (ABA) Number:** 0260-0959-3  
**SWIFT Address:** BOFAUS3N

**IMPORTANT:**

**Please reference the conference name and invoice number in the memo section of your wire transfer.**

**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.

**Q: Can I bring my spouse and/or children?**

**A:** No, guests and children are not allowed at conference functions.

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

**A:** Please visit the official city of Las Vegas [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.

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**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 starting from \$149.00 to \$289.00 plus a \$30 daily resort fee and 13.38% Clark County room tax per night for single and double occupancy. Please note that room rates can vary per night. The deadline to book your accommodations at the discounted rates is March 27, 2017.*

**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 27, 2017. After this date, rates will be determined by the hotel.

**Q: What is the hotel guarantee and cancellation policy?**

**A:** The hotel will charge the credit card provided for the guarantee one night's room and tax, on or after March 27, 2017. Cancellations must be made no less than 72 hours prior to your arrival and the credit card charged the penalty will be refunded the deposit.

**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. In order 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 during the reservation process 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.

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**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 April 4, 2017 reservations and changes **must** be made through [My Account](#) or the Oracle Modern Customer Experience housing team (contact information below) in order 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, and after April 3, 2017 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.

<b>US and Canada:</b>	<b>Oracle Modern Customer Experience Customer Service Line</b>
<b>International:</b>	1.866.254.8740
<b>Email:</b>	+1.650.416.8794
	<a href="mailto:ModernCX@gpj.com">ModernCX@gpj.com</a>