

SIOR REGISTRATION FAQs

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FAQS & ANSWERS

1. Do I have to register online?

No. You can download a paper copy of the Conference Registration Form and Hotel Reservation Form by [clicking here](#), or by going to www.sior.com and clicking on the SIOR Fall World Conference banner. Once you complete it, you can fax the form to us at 202.517.9151 or mail to: ATTN: Events, 1201 New York Ave., NW Ste.350, Washington, DC 20005

2. Do I need a username and password to register online?

Yes. In order to register online, you must have an existing account with SIOR. Your username and password were previously emailed to you; however, if you cannot remember your username and/or password, please contact SIOR HQ at 202.449.8200 or e-mail us at admin@sior.com.

3. Is my credit card and personal information safe / is the registration site secure?

Absolutely. SIOR Online is a secured site that will protect all information obtained. Please remember to log-off your account once your registration is completed and confirmed.

4. How do I reserve my hotel room?

Housing is available through our official hotel, the Grand Hyatt San Antonio. Please note that you MUST be registered for the conference in order to place your hotel reservation. Once your credit card has been processed online you will be provided a link to the hotel website to place a hotel reservation. If you are unable to place the reservation online, please call SIOR Events at 202.449.8218 or e-mail events@sior.com for assistance. Alternately, hotel reservation requests

can also be faxed to 202.517.9151 &/or mailed to: ATTN: Events, 1201 New York Ave., NW Ste. 350, Washington, DC 20005.

5. What if my contact information shown is not correct?

If the contact information appearing in the database is incorrect and/or needs to be updated, please contact SIOR HQ at 202.449.8200 and/or e-mail requests to admin@sior.com.

6. What if I have questions about my registration price?

Please contact SIOR Events at 202.449.8218 or events@sior.com to review registration rates.

7. What if an event I want to attend is sold out?

Optional Events that are sold out will have wait lists in the event a ticket opens up. To be added to the wait list for an event, please contact SIOR Events at 202.449.8218 or e-mail events@sior.com.

8. Can I register my spouse for the full conference?

Yes. A "significant other" registration can be purchased online or via fax to 202.517.9151 and/or to events@sior.com.

9. What if I only want to purchase a ticket for my spouse to the Opening Cocktail Party or some other optional event?

If the significant other is registered for the full conference, a ticket to the Opening Cocktail Party is included. A separate ticket for a non-registered significant other can be purchased for \$75. Additional tickets for the Opening Cocktail Party and all other Optional Events can be purchased online or via fax or mail.

10. Do I have to be a member of SIOR to register and attend?

No. SIOR conferences are open and welcome to everyone! Registration rates vary – please contact SIOR Events to discuss pricing options at 202.449.8218 or e-mail events@sior.com.

11. Can I register for only one day of the conference?

Yes. To purchase "Day Rates" please contact SIOR Events at 202.449.8218 or e-mail events@sior.com.

12. What if I am sponsor or exhibitor?

Sponsors and/or Exhibitors receive a number of complimentary registrations based on booth size and sponsorship amount. Please contact SIOR Events at 202.449.8218 or events@sior.com to apply your discount(s).

At this time, sponsors and exhibitors must register via fax or mail only.

13. What if I am with the press?

SIOR extends complimentary registration to the professional editorial staff (including photographers and camera crews) of print, online and broadcast media at most conferences and educational seminars.

For more information, contact SIOR Events at 202.449.8218 or events@sior.com.

14. What if I am a New Member?

SIOR New Members receive one complimentary registration within the first two years of membership. To check membership dates and apply your complimentary registration, please contact SIOR Events at 202.449.8218 or e-mail events@sior.com to apply your discount. Registrations received by fax (202.517.9151) will be processed accordingly.

At this time, New Members must register via fax or mail only.

15. What if I am an Anniversary and/or Legacy Member?

SIOR Legacy Circle Member's are those that have held the designation for 30 years or more. SIOR Anniversary Members are those that have held the designation for over 10 years. In appreciation of their commitment to SIOR and the industry, Anniversary and/or Legacy Circle Members can receive 10% off the registration price. Please contact SIOR Events at 202.449.8218 or e-mail events@sior.com to apply your discount.

At this time, Anniversary and/or Legacy Members must register via fax or mail only.

16. What if I am an SIOR National Past President?

SIOR National Past Presidents receive complimentary registration. Please contact SIOR Events at 202.449.8218 or e-mail events@sior.com to apply your discount. Registrations received by fax (202.517.9151) will be processed accordingly.

At this time, SIOR National Past Presidents must register via fax or mail only.

17. When will I receive a confirmation letter?

If you register online: a confirmation of your registration will be sent to you via e-mail immediately upon completing your registration online. The confirmation will come from events@sior.com so please add this address to your "safe-sender list." Please note that this is an HTML-based e-mail. If your settings do not allow receipt of this type of e-mail, please contact events@sior.com.

If you register via fax: processing times may vary for registrations made by postal mail. For registrations made via check, please allow up to two weeks for processing. A confirmation e-mail will be sent immediately upon processing.

If you do not receive confirmation within 30 days of your payment, please do not hesitate to contact us at 202.494.8218 or events@sior.com.

18. What should I do if I do not receive a confirmation letter?

Please notify SIOR Events at 202.449.8218 or events@sior.com – we will send a copy of your confirmation.

19. What if I want to make changes to a registration I already made online or via fax?

At this time, you cannot make changes online. Please contact SIOR Events at 202.449.8218 or events@sior.com to make any changes to your registration.

20. How do I cancel my registration and/or hotel reservation?

Cancellations must be made in **writing** and will be granted as follows:

To cancel your conference registration:

- In Full: until **Sept.24, 2010** (less a \$100 fee)
- 50% refundable: **Sept. 24 – Oct. 8, 2010** (less a \$100 fee)
- No refunds: after **Oct.9, 2010** or for “No Shows.”

Please send cancellations to events@sior.com or fax to 202.517.9151.

To cancel your hotel reservation: Please contact the Grand Hyatt San Antonio directly via e-mail or telephone (210.224.1234). Also, please be sure to receive your cancellation number.

21. If I am unable to attend can I substitute someone in my place?

Yes. Substitutions may be made at any time. If you are unable to attend, but someone else from your organization can come in your place, please notify us in writing via e-mail at events@sior.com or fax 202.517.9151.

22. I am registering for an optional event but will not be the actual attendant how do I make note of this during the registration process?

After you have gone through the registration process, but before your credit card is charged, you will be directed to an order confirmation page. Here you will be able to double check your 2010 FWC selections and enter participant/(s) name information for the optional events you have selected. Once on the confirmation page, scan the listing of selected events and find the optional event in question. Now type the full name of each participant, separated by a comma, in the blank space provided next to that optional event.

23. Help! My question was not listed here – who should I contact?

Please feel free to contact SIOR Events with any questions at all!
202.449.8218 or events@sior.com.