

## Registration FAQs

1. **How much is it to attend the 2010 Niagara Summit?**

The standard registration fee is \$795. If you register prior to January 1, 2010, you will automatically be registered at the early bird rate of \$695. If you register on April 1, 2010 or later, you will be charged the late registration fee of \$895.

2. **What does the registration fee include?**

Your registration fee allows you entrance into all education sessions (general sessions, panels and track sessions) as well as admittance to the trade show floor and all social/networking activities. It also includes food and beverage for all Niagara Summit activities.

3. **Are guests allowed? Do they need to be registered?**

Yes, guests are allowed and they need to be registered. Guest fees include all food and beverage and for the Summit and the social activities each evening. Guest registration is \$595 (standard), \$495 (early bird) and \$695 (late). Guests are not permitted to attend the educational sessions.

4. **Are children allowed?**

Since this is a business meeting we discourage you from bringing your children to the conference. However, should children accompany you, the Red Rock concierge desk will be able to suggest activities that are age appropriate for your children so they can enjoy their time at the Summit.

5. **Does the registration fee include hotel charges?**

No, all hotel charges are separate and must be made through the Red Rock Resort.

6. **Do you have a group rate for multiple attendees?**

Yes, if you have a group that includes five or more, you are able to buy 4 and get the fifth one free. All five registrants MUST be on the same registration and paid for using the same payment method. The discount will appear as a 20% discount on each registration. Group rates do NOT apply towards guest registration, hotel accommodations or pre-conference activities.

7. **I know that we'll have 5 people attending but I don't know everyone's name yet. Can I still take advantage of the discount?**

Yes, you can. If you go ahead and register, you can use placeholder names and substitute later with the correct names.

**8. I registered and can't attend? May I get a refund?**

Yes, but you will be subject to a \$75 cancellation fee if cancelled prior to April 1, 2010. Any cancellation requests received after April 1, 2010, are non refundable.

**9. Can I substitute someone else? Is there a substitution fee?**

Yes, you can substitute and there is no fee for substitutions.

**10. What payment methods are accepted?**

We accept Mastercard, VISA and American Express. We also will accept a Purchase Order. Check and cash will be accepted on site at Red Rock, but all registrations will be subject to the late registration fee.

**11. What are your terms for accepting a Purchase Order?**

If paying by purchase order and you are a current Tridium contracted customer, your contracted payment terms are NOT applicable for Niagara Summit registration/activities. Your registration is not considered complete until the purchase order has been received by Tridium.

Invoices will be issued and must be paid within 30 days. No purchase orders will be accepted after March 15, 2010. All outstanding invoices must be paid in full by April 15, 2010 or your registration will be cancelled

**12. I have VYKON Merchandise Credit. Can I use that to pay for my Summit registration?**

Yes you can but you must first issue a purchase order. We will apply any merchandise credit against the purchase order, provided you have requested that we do this.

**13. I am an exhibitor/sponsor. How do I know which registration type to select?**

Please work with your exhibit/sponsor coordinator to determine who will receive your company's complimentary registration. Each complimentary registration will be noted in the company file. Any registration over the limit will be cancelled and you and your exhibit coordinator will be notified.

**14. I registered as a Sponsor and my registration is marked "Pending". Why is that?**

Each company is allowed a pre-determined number of complimentary registrations depending on the level of participation. Once we have verified that a registration is within the limits, we will mark it as "Confirmed."

**15. I have additional questions. Who should I speak with?**

Please call Julie Hardesty with additional questions. She can be reached via email: [jhardesty@tridium.com](mailto:jhardesty@tridium.com) or via phone 219.763-9302.