



## Registration Frequently Asked Questions

**Q: When and where is Oracle Industry Connect taking place?**

**A:** Oracle Industry Connect takes place from March 20–22, 2017 at the Walt Disney World Swan and Dolphin Resort in Orlando, Florida. Click to view more information about [Oracle Industry Connect](#).

**Q: How can I register for Oracle Industry Connect?**

**A:** Oracle Industry Connect is an invite only event. [Click Here](#) to request an invitation to attend. If you have received an invitation to attend Industry Connect 2017, [Click Here](#) to be directed to the registration page.

**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 Industry Connect, 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 am having trouble logging in with my Oracle.com account.**

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

**Q: My company is a sponsor at Oracle Industry Connect. How do I register to attend?**

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

**Q: How do I cancel my registration?**

**A:** All cancellations must be received via an e-mail to [IndustryConnect@gpi.com](mailto:IndustryConnect@gpi.com).

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

**A:** Because this event is an invitation-only event, substitutions are not allowed. A colleague can request an invitation to attend by [clicking here](#).

**Q: Where can I find agenda details?**

**A:** A schedule of events can be found on the [Oracle Industry Connect](#) website under “View by Industry”.

**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 Orlando. Where can I get information for my visit?**

**A:** Please visit the official city of Orlando website [Visit Orlando](#).

**Q: Do you offer discounts on Theme Park tickets?**

**A:** Yes. We have set up a [Disney Ticket Microsite](#), which will enable you and any friends and family members traveling with you, to individually purchase specially priced Disney Tickets. The tickets are valid for your entire stay during the conference. Advance Purchase Sales through this microsite will expire March 19, 2017. Disney FastPass tickets are available 30 days prior to your arrival without a hotel confirmation number. More information on Disney FastPass tickets can be found on the microsite.

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

**A:** Yes. During the registration process you will have an opportunity to state if you have a special dietary request. Oracle will do their best to accommodate any special requests. When you arrive in the meal area onsite make your request known to a server and they will review available dietary options. Please see the Registration or Information desk 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 Industry Connect help desk for further assistance (contact information below).
- Q: Will I need to wear my badge at Oracle Industry Connect?**
- 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 the registration desks for assistance.

## Housing Frequently Asked Questions

***Oracle has secured a block of rooms at the Walt Disney World Swan and Dolphin Resort at the \$245 plus a \$23 resort fee per night on single/double occupancy basis, excluding taxes which are currently 12.5%***

- 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 Industry Connect help desk for any additional assistance (contact information below). You must be a registered attendee of Oracle Industry Connect to book your stay via [My Account](#).
- Q: When is the last date the Oracle Industry Connect housing team guarantees rooms at discounted conference rates?**
- A:** Discounted room rates will be offered, based on hotel availability, until February 17, 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 nights room and tax, on or after February 24, 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 Industry Connect 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 Industry Connect.
- 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 Industry Connect 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 Industry Connect discounted rates?**
- A:** Prior to February 17, 2017 reservations and changes **must** be made through the Oracle Industry Connect housing team (contact information below) in order to obtain Oracle Industry Connect discounted rates.
- Q: Will I receive a hotel confirmation number?**

# ORACLE INDUSTRY CONNECT

March 20–22, 2017

Walt Disney World Swan and Dolphin Resort, Orlando, Florida



**A:** All reservations made within the Oracle Industry Connect housing block will be confirmed via a separate hotel e-mail confirmation, and after February 24, 2017 you will receive your hotel issued 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.

## Government Rate Terms and Conditions

***Attendees who have booked hotel reservations at the government rate through the Oracle Industry Connect registration portal must present proper US or Canadian government ID at hotel check-in. It is at the hotel's discretion to change your rate to the standard conference rate should the hotel decide proper identification has not been provided. Please note that only US and Canadian government employees are eligible for the government hotel rate.***

**Note:** the prevailing government per diem for Orlando, FL is US\$133.00 FY17.

**Q:** Are government rates available at the conference hotel?

**A:** The Walt Disney Dolphin hotel offers discounted rooms at the government rate. Please enter the hotel booking code GOVRATE17 in the hotel booking code field during the hotel selection process to check availability for discounted rooms at the government rate.

**Q:** If the government rate sells out, what are my options?

**A:** When the rooms at the government rate sell out, you should check availability for rooms at the standard conference rate.

## Questions?

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

**US and Canada:**

**International:**

**E-mail:**

### Oracle Industry Connect Customer Service Line

1.866.382.7149

+1.650.416.8721

[IndustryConnect@gpj.com](mailto:IndustryConnect@gpj.com)