



Frequently Asked Questions 2021 AMUG Conference

GENERAL FAQs

Q: WHERE AND WHEN WILL THE AMUG CONFERENCE TAKE PLACE?

A: The 2021 AMUG Conference is being planned to occur in-person, May 2-6, 2021 at Hilton Orlando in Orlando, Florida, USA.

Q: WILL THE CONFERENCE BE HELD IN-PERSON OR VIRTUALLY?

A: The 2021 AMUG Conference will be held in-person.

Q: HOW DID YOU DECIDE TO HOST THE AMUG CONFERENCE IN-PERSON?

A: We recognize the strong desire of our members and industry to engage together. In addition, networking is a particularly important element of the AMUG Conference. AMUG is working closely with the Hilton Orlando, state agencies and local officials. To ensure that the in-person event adheres to safety protocols related to COVID-19, AMUG is working with an industry consultant for guidance and advice on all necessary safety precautions pertaining to live conferences and events.

Attendance will be limited to a capacity allowed by the Hilton Orlando, City of Orlando, and the State of Florida to reflect social distancing requirements. Due to fluctuating requirements, the specific number of attendees we can accommodate is still fluid.

Q: WILL THERE BE AN OPTION TO PARTICIPATE VIRTUALLY?

A: Although AMUG continues to research the opportunity for an online component for those unable to attend in person we are unable to commit to this form of programming at this time. Due to technical requirements and personnel involved in providing a virtual format, AMUG is evaluating the format, expenses, and what it would take to provide the level of engagement that would benefit the members of AMUG and produce the high-level of standards for networking and engagement, as well as education and training AMUG strives to provide year over year.

Q: WHAT HAPPENS IF I CAN'T ATTEND THE CONFERENCE ON THE NEW DATES?

A: Attendee registrations for the AMUG Conference are transferable to a colleague for the intended conference year. We encourage those who are currently registered but unable to attend in 2021 to transfer their registration to a colleague. However, if you are unable to attend on the new dates and replacement is not possible, you are responsible for cancelling your registration through the AMUG Cancellation and Refund Request Form and for cancelling all transportation and accommodations. AMUG is not responsible for travel or hotel accommodations. **See Registration, Refund and Cancellations section below for more information.**

AMUG Cancellation and Refund Request Form: https://amug.formstack.com/forms/amug_cancellation_and_refund_form_2021

Q: I MADE TRAVEL ARRANGEMENTS TO CHICAGO WHERE THE CONFERENCE WAS ORIGINALLY SCHEDULED FOR IN MARCH 2021. WHAT WILL HAPPEN WITH MY HOTEL OR FLIGHT RESERVATIONS?

A: If you made hotel reservations at the Hilton Chicago under the AMUG hotel reservation website, the Hilton Chicago has cancelled your reservation and issued a confirmation email. If you did not receive a cancellation confirmation email, contact the hotel immediately to confirm your reservation has been cancelled. If you made hotel reservations at an alternative hotel, it is your responsibility to cancel your reservation. AMUG is not responsible for hotel cancellation fees should you not cancel your reservations in a timely manner.

Hotel reservations at the Hilton Orlando are now being accepted, <https://www.amug.com/hilton-orlando/>

AMUG is not responsible for travel and transportation reservations to the AMUG Conference. Participants are responsible to cancel or reschedule their travel and transportation to the Conference.

REGISTRATION, REFUNDS AND CANCELLATIONS

Q: WHEN WILL REGISTRATION OPEN FOR THE AMUG CONFERENCE?

A: Attendee registration opened for attendees on January 6, 2021. Register today at <https://www.amug.com/registration/>

Sponsor and Exhibitor registration is currently in waitlist mode. Due to the high demand, AMUG Vice Presidents are reaching out to the sponsors and exhibitors on the waitlist to fill the remaining spaces available. Interested sponsors and exhibitors should contact AMUG Vice Presidents Andrew Allshorn and Jamie Cone at VicePresident@amug.com.



Frequently Asked Questions 2021 AMUG Conference

Q: WHAT IS INCLUDED IN THE ATTENDEE REGISTRATION FEE?

A: Attendee registration for the conference includes:

- Keynote presentations
- Technical sessions
- Workshops and hands-on training
- Technical competitions
- Vendor breakouts
- Training Lab sessions
- AMUGexpo
- Breakfast, Lunch, Dinner
- Welcome reception
- Off-site dinner and event

Conference registration does not include travel, transportation or hotel reservations. Attendees, exhibitors and sponsors are responsible for all travel, transportation and hotel accommodations. AMUG is unable to make hotel reservations on behalf of attendees, sponsors or exhibitors.

Q: WHAT IS THE COST TO ATTEND THE AMUG CONFERENCE?

A: Attendee registration costs have a tiered approach. Early bird rates ended December 31, 2019.

- Early-Bird Registration until December 31, 2019* \$895.00USD
- Standard Registration until April 4, 2021 \$995.00USD
- Late Registration after April 4, 2021 \$1495.00USD

*Early-Bird registration based on 2020 AMUG Conference registration. Due to the postponement of 2020 AMUG Conference, registration commenced with Standard pricing of \$995.00USD on July 1, 2020.

Q: WHAT HAPPENS IF I ALREADY REGISTERED FOR THE 2020 AMUG CONFERENCE

A: If you registered for the 2020 AMUG Conference and did not cancel nor request a refund, your registration has been transferred to the 2021 AMUG Conference. To confirm your registration, find the original confirmation email you received when you registered, click on the link to view your registration to confirm your details. If you have misplaced your registration confirmation, AMUG will be sending registration confirmation emails from Cvent the week of January 18, 2021. If you do not receive an email, please check your junk email/spam, or contact AMUG Registrar at registrar@amug.com.

Q: WILL AMUG REFUND ATTENDEE REGISTRATION FEES?

The AMUG refund policy for the 2021 AMUG Conference has been modified as listed in the table below.

- AMUG is unable to transfer registrations from 2021 to 2022
- AMUG will revert to its' original refund and cancellation policies in 2022

ATTENDEE REGISTRATION REFUND POLICY FOR 2021

ATTENDEE REGISTRATION NOTICE OF CANCELLATION IS RECEIVED BY AMUG	REFUND AMOUNT
More than 4 weeks prior to conference	Full refund (for 2021 AMUG Conference only) Cancellation and Refund request must be submitted 4 weeks prior to Conference using the Cancellation and Refund Request Form link below.
4 weeks or less prior to conference	No refund

STEPS TO CANCEL ATTENDANCE AND REQUEST A REFUND

For the 2021 AMUG Conference, **all cancellations and refund requests are to be made through the AMUG Cancellation and Refund Request Form**, link provided below. AMUG is unable to accept a verbal or email cancellation, nor will we be able to accept cancellation through the Cvent registration system due to the change in refund policy. Individuals and companies are required to submit the Cancellation and Refund Request Form in order to process the request.

AMUG Cancellation and Refund Request Form: https://amug.formstack.com/forms/amug_cancellation_and_refund_form_2021



Frequently Asked Questions 2021 AMUG Conference

Q: WILL AMUG REFUND EXHIBITOR AND SPONSORSHIP REGISTRATIONS?

The AMUG refund policy for the 2021 AMUG Conference has been modified and listed in the table below.

- AMUG is unable to transfer registrations from 2021 to 2022
- AMUG will revert to its' original refund and cancellation policies in 2022

EXHIBITOR AND SPONSOR REFUND POLICY FOR 2021

SPONSORSHIP LEVEL	CANCELLATION AND REFUND AMOUNT
Exhibitor	If Exhibitor cancels 6 weeks or more prior to conference, exhibitor will receive a full refund. Cancellations 6 weeks or less prior to the conference are considered non-refundable. Cancellation and Refund request must be submitted using the Cancellation and Refund Request Form link below.
Bronze or Silver Sponsor	No refund once marketing programs have been initiated. Cancellation prior to initiating marketing programs will be charged an administrative fee for all credit card transactions requiring a refund. Cancellation and Refund request must be submitted using the Cancellation and Refund Request Form link below.
Gold Sponsor, Gold Plus Sponsor, Platinum Sponsor, Platinum Plus Sponsor, Diamond Sponsor	If Sponsor cancels 6 weeks or more prior to conference, sponsor will receive a full refund. Cancellations 6 weeks or less prior to the conference are considered non-refundable and Sponsor is required to pay the unpaid balance. Cancellation and Refund request must be submitted using the Cancellation and Refund Request Form link below.

STEPS TO CANCEL EXHIBITOR OR SPONSORSHIP AND REQUEST A REFUND

For the 2021 AMUG Conference, **all cancellations and refund requests are to be made through the AMUG Cancellation and Refund Request Form**, link provided below. AMUG is unable to accept a verbal or email cancellation, nor will we be able to accept cancellation through the Cvent registration system due to the change in refund policy. Individuals and companies are required to submit the Cancellation and Refund Request Form in order to process the request.

AMUG Cancellation and Refund Request Form: https://amug.formstack.com/forms/amug_cancellation_and_refund_form_2021

Q: WHAT IS THE POLICY IF THE CONFERENCE IS CANCELLED?

AMUG provides a detailed Terms and Conditions related to the AMUG Conference on the AMUG website at <https://www.amug.com/registration-terms-conditions/>. AMUG updates its Terms and Conditions annually and are subject to change without notice.

EVENT

ACCOMMODATIONS

Q: CAN I BOOK MY ACCOMMODATIONS THROUGH AMUG?

A: Attendees, sponsors and exhibitors are responsible for managing their individual travel and accommodation reservations. AMUG has negotiated an attractive rate of \$129/night with the Hilton Orlando. Rate does not include the \$2.25 Marketing Fee (a local tax), and AMUG has negotiated a NO Resort Charge which is typically \$35/night. To obtain this rate, reservations must be made through the AMUG/Hilton Orlando reservation site, <https://www.amug.com/hilton-orlando/>

EXHIBITOR OPPORTUNITIES

Q: I AM INTERESTED IN EXHIBITING AT THE CONFERENCE, WHO DO I CONTACT?

A: Exhibitor registration is currently in waitlist mode. Interested exhibitors should contact AMUG Vice Presidents Andrew Allshorn and Jamie Cone at VicePresident@amug.com.

SPONSORSHIP OPPORTUNITIES

Q: I AM INTERESTED IN BECOMING A SPONSOR. CAN YOU TELL ME WHAT PACKAGES ARE AVAILABLE?

A: AMUG provides a comprehensive Sponsor and Exhibitor Prospectus which can be downloaded on the AMUG website, <https://www.amug.com/sponsorship-opportunities/>



Frequently Asked Questions 2021 AMUG Conference

Sponsor packages that include a booth at the AMUGexpo are currently in waitlist mode. Interested sponsors should contact AMUG Vice Presidents Andrew Allshorn and Jamie Cone at VicePresident@amug.com.

AMUG offers sponsorship packages without an AMUG expo booth. Please see the Sponsor and Exhibitor Prospectus for more details.

SPEAKING OPPORTUNITIES

Q: I AM INTERESTED IN SPEAKING AT THE 2021 AMUG CONFERENCE, ARE YOU STILL ACCEPTING SUBMISSIONS?

A: As of today, AMUG is accepting speaking submissions, and will continue until the speaker slate is filled for the 2021 AMUG Conference in Orlando. *What we look for in submissions:* Hands-on training sessions from AM industry experts; Application workshops; Advanced training; Advanced application and panel discussions; Insights from industry leaders; Avoid sales pitches.

All submissions will be reviewed by the track leaders, and if appropriate for the AMUG Conference program, the AMUG Agenda Committee will review your submitted abstract for final selection/approval.

AMUG Tracks include:

- Aerospace, Transportation, Defense and Military
- AM Metal Technologies
- AM Technologies (Non-Metals)
- Business
- Casting
- Education & Training
- Materials
- Medical & Dental
- Scanning & Metrology
- Software

Submit your response to the call for speakers to Jordan Weston, chair of the Track Leader Committee, trackleader@amug.com.

Please supply a proposed title and description accompanied by a brief statement of what attendees will learn.

***AMUG will continue to update the 2021 AMUG Conference FAQs.
Please check back with us for more information leading up to the 2021 AMUG Conference.***