



## Summit FAQs

### 1. What are the conference dates?

Wednesday, September 18th - Friday, September 20th

### 2. What is included in registration?

All scheduled events and meals on both Thursday and Friday and the Welcome Reception on Wednesday night are included with your event registration.

### 3. What is the cost to attend?

Registration fees and details can be reviewed by [clicking here](#).

### 4. How do I register for sessions?

You will not be required to register for any of the main sessions or breakouts. You can view and build your agenda during registration or in the mobile app.

### 5. What is the registration cancellation policy?

Cancellations received up until 11:59 pm EST on 7/30 will receive a refund of 70% of your registration fees. After 7/30, cancellations received up until 11:59 pm EST on 8/30 will receive a refund of 50% of your registration fees. *Cancellations will not be issued after 12:00 am EST, 8/31.*

### 6. How do I request a refund if I can no longer attend?

By logging back into your registration you are able to cancel your registration. You will need to enter your email and your confirmation number in order to change or update your registration. Modifying or cancelling your registration this way will automatically issue the appropriate refund.

### 7. When will I receive my refund?

If you cancel and are entitled to a refund, you can expect that processing time for the refund will be within 10-12 business days. All refunds will be issued to the original payment type used to register.



**8. Do you have a separate guest rate?**

No, if you wish to bring a guest they would register at the same rate as you.

**9. How do I register as a speaker?**

Speakers will receive instructions from Ashley or Maureen once they are confirmed with registration information. Speakers receive a full conference pass for their contribution to the 2019 RARE Patient Advocacy Summit.

**10. What if I have medical dietary restrictions?**

There is an opportunity to indicate any special dietary restrictions during the registration process.

**11. What is the Summit dress code?**

Most Summit attendees dress in business casual attire or casually for the Summit. A light jacket or sweater is recommended as meeting rooms may be cool. Badges will be required for entry into all sessions and events.

**12. What meals are included with the conference registration?**

Breakfast, lunch, breaks and cocktail receptions are included on Thursday and Friday along with a cocktail reception on Wednesday night.

**13. I registered but I need to make a change to my contact information. How can I do that?**

1. Go to this link: <http://www.cvent.com/d/x6qq7j>
2. Click on "Already Registered?" on the top right corner.
3. Enter your email you used to register and your confirmation number and then click OK.
4. Click on the "Modify" button to the left under the banner.



#### **14. I am no longer able to attend. Can I substitute my registration?**

1. Go to this link: <http://www.cvent.com/d/x6qq7j>
2. Click on "Already Registered?" on the top right corner.
3. Enter your email you used to register and your confirmation number and then click OK.
4. Click on the "More Options" button under the banner and select "Substitute Registration" from the drop down menu.

#### **15. When and where do I sign in once I'm onsite at the RARE Patient Advocacy Summit?**

Onsite registration will be held in the Bay View Foyer. Registration opens at 12:00 pm on Wednesday, September 18 and at 7:30 am on Thursday, September 19 and Friday, September 20.

#### **16. How do I get an invoice?**

1. Go to this link: <http://www.cvent.com/d/x6qq7j>
2. Click on "Already Registered?" on the top right corner.
3. Enter your email you used to register and your confirmation number and then click OK.
4. Click on the "More Options" button under the banner and select "Printer Friendly" from the drop down menu to print the current page with your order summary or select "Email this Page" to email it to yourself.

#### **17. What is the room rate for the RARE Patient Advocacy Summit room block?**

Global Genes has secured a discounted room block at the rate starting at \$199.00+ tax. To book a room as part of our block, please click [HERE](#). Rooms are available on a first come, first serve basis and all reservations must be made by 5:00 pm on August 27, 2019.



**18. How do I book my room?**

The link to book your room within the RARE Patient Advocacy Summit room block will be sent in your registration confirmation email or can be found by clicking [HERE](#).

**19. Does the Sheraton San Diego Hotel & Marina have a shuttle or transportation services?**

The Sheraton San Diego Hotel & Marina provides a complimentary airport shuttle service to and from the San Diego International Airport (SAN). The shuttle runs from 5:00 am - 12:00 am daily.

**20. How much is parking at the Sheraton San Diego Hotel & Marina?**

We are pleased to say that the hotel has offered the following discounted parking rates:

- Self parking - \$23 per day
- Valet parking - \$30 per day

**21. What time is check in and check out?**

The Sheraton San Diego Hotel & Marina's regular check-in time is 4:00 pm. If you arrive before 4:00 pm you are welcome to check with the front desk, rooms will be available based on the hotel's occupancy. If they have rooms prepared they may be able to check you in early. If not, you are welcome to check your luggage at the bell desk and enjoy the restaurant, bar, or pool areas until your room is ready. Check out time is 12:00 pm. If you have a later departure time you are welcome to check your luggage at the bell desk and enjoy the restaurants or pool areas until your departure time.

**22. Will there be a mobile app?**

Yes. The mobile app will be released about a month before the event. You will receive an email when it is available to download.

**23. Will session video presentations be available?**

All conference presentations will be available on the Global Genes website 2-3 weeks after the conference.



**24. How can I apply for a patient travel scholarship?**

We have a limited number of travel scholarships in the amount of \$600.00.

Considerations will be made for patient or family advocates in the rare disease community or staff (paid/volunteer) of rare disease non-profit organizations or support groups. For more information, please view our [travel scholarship](#) FAQ.

**25. Will there be a first time attendee orientation?**

Yes, our Freshmen Orientation and Advisor Program for first time attendees will be hosted on Wednesday, September 18 at 4:00pm.