

Registration & Housing Sponsor & Exhibitor FAQ

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Oracle OpenWorld 2009 Registration and Hotel Reservation – A One-Step Process!

1.0 Hotel Reservations

Q: How do I secure hotel accommodations for Oracle OpenWorld 2009?

A: Oracle has secured thousands of San Francisco area hotel rooms at conference negotiated rates. Exhibitors may reserve hotel accommodations **individually** while **registering online** or by requesting a **block of rooms** in advance. Each reservation must be guaranteed by a major credit card. All exhibitors must be pre-registered in order to secure hotel accommodations at the conference negotiated rates.

Q: May I call the hotel directly to make individual reservations at the conference negotiated rates or to secure a Hotel Room Block?

A: No. All rooms are held by Oracle and can be assigned only through Oracle OpenWorld 2009 Registration and Housing. If you call the hotel directly, you will be referred to the OpenWorld Registration & Housing Hotline.

2.0 BASICS - Registration & Hotel Reservations

Q: When does Oracle OpenWorld 2009 San Francisco registration open?

A: On **April 14th, 2009**

Q: If my company is not reserving a room block, how do I register?

A: Sponsor/Exhibitor Staff:

- Visit the official Oracle OpenWorld 2009 website Travel & Onsite Information page to access the conference hotel list and select a hotel for the conference. (<http://www.oracle.com/openworld/2009/hotel.html>)
 - Next, go to the main Registration page and click the Exhibitor Registration link.
 - Select your company name from the list of approved sponsoring/exhibiting companies and proceed with registration.
 - Each hotel reservation must be guaranteed with a major credit card.
 - At the beginning of the registration process you will be asked to create a password to access your reservation online. Your User ID is your email address.
 - You will receive an email confirming your registration, registration type, event access, hotel reservation and providing Registration & Housing Hotline information.
 - If your company conference coordinator is managing registration in your behalf, they may choose to access Sponsor/Exhibitor Registration from the Exhibitor Workspace.
- Sponsor/Exhibitor Complimentary Full Conference Pass:**
- If you are registering for a Sponsor/Exhibitor Complimentary Full Conference Pass, you will be asked to provide the Sponsor/Exhibitor Complimentary Full Conference Pass **Priority Code**. Contact your company conference coordinator or go to the Exhibitor Workspace to access the Priority Code.
- **Additional FAQ information** on Exhibitor Staff Passes and Complimentary Full Conference Passes is provided in **Section 4.0**.
- Hotel Room Block reservations:**
- Please review the **Hotel Room Block Request in Section 3**.

Q: How do I make changes, substitutions or cancel my reservation?

A: All changes, substitutions and cancellations to your housing must be made in writing and emailed to OpenWorldExhibitor@eventreg.com, or you may contact the Registration & Housing Hotline at 1.866.702.6442 or at OpenWorldHousing@eventreg.com. **If you contact your hotel directly, you will be referred to the Oracle hotline number.**

The hotel cancellation policy is 72 hours prior to arrival. Cancellations made within the 72 hour deadline will be subject to penalties of up to the entire duration of your stay.

3.0 Hotel Room Block Requests

Q: What is a Hotel Room Block Request?

A: A Hotel Room Block is a group of rooms at a conference hotel, at the conference negotiated room rate, that you contractually reserve in advance of the conference. The room block is assigned a **Hotel Booking Code** and is secured with a credit card. You are responsible to identify a **primary point of contact** to work with George P. Johnson to manage the room block reservations.

Q: What is the minimum required amount of rooms needed for a room block?

A: Room block requests must be at a minimum of 15 rooms on peak night. All blocks are on a first come, first served basis and are completed in the order received.

Q: Where can I find the selection of conference hotels for Sponsor or Exhibitor Hotel Room Blocks?

A: This information is in the Exhibitor Workspace under the Exhibitor Submissions tab. Once you select the Submit Hotel Block Request task description, you will be able to view the offered hotels and secure a block of rooms.

Q: Where can I obtain a Hotel Room Block Request form?

A: The online Sponsor Hotel Room Block Request and Exhibitor Room Block Request forms are available in the Exhibitor Workspace in "Exhibitor Submissions." Once approved, you will receive a Hotel Room Block confirmation email which will include the **Hotel Booking Code** you will use to make reservations in your room block.

Q: When may I submit a Hotel Room Block Request?

A: Sponsors: March 17th, 2009
Exhibitors: March 31th, 2009

Q: When is the cutoff to submit Hotel Room Block Request forms?

A: July 22nd, 2009

Q: When may I begin registering names in my Hotel Room Block?

A: Registration begins April 14th, 2009.

Q: What is the process to register names in my Hotel Room Block?

A: The process is the same as for individual registrations. You may access registration from the Oracle OpenWorld 2009 website Registration page, or, if you are your company's conference coordinator, from the Exhibitor Workspace. To ensure the reservations are part of your Hotel Room Block, your **Hotel Booking Code** must be used.

Q: When is the cutoff to register names for my Hotel Room Block?

A: September 2, 2009

George P. Johnson will contact your Room Block manager in advance of this date as a reminder and to address any questions you have. After this date, any unused rooms will be released back to the Oracle OpenWorld inventory for general sale.

Q: What if my company's conference staff has not yet been determined by the hotel cut-off and I still need to keep my unused secured rooms?

A: You will need to submit placeholder registrations. When your company's staff has been finalized you may contact Nichole Kalar directly to update the registrations with the correct information by requesting a cancellation and registering the correct individual. The hotel reservation will carry over once you have notified Nichole Kalar. If you have placeholders, you will be responsible for all charges associated with these rooms.

**Please note that unless otherwise directed, once a cancellation is requested, the hotel reservation will be cancelled.*

Q: How do I make changes, substitutions or cancel reservations?

Regardless of whether your room has been booked through a hotel room block or not, **all** changes and cancellations to your housing must be made in writing and emailed to OpenWorldExhibitor@eventreg.com, or you may contact the **Registration & Housing Hotline at 1.866.702.6442** or at OpenWorldHousing@eventreg.com. If you contact the hotel directly, you will be referred back to the Oracle Hotline number.

The hotel cancellation policy is 72 hours prior to arrival. Cancellations made within the 72 hour deadline will be subject to penalties of up to the entire duration of your stay.

REMEMBER: the Sponsor/Exhibitor Complimentary Full Conference Pass Priority Code and the Hotel Room Block Booking Code are two entirely different codes.

4.0 Registration – Opens April 14, 2009

Q: What is the difference between registering for an Exhibitor Staff Pass and for a Sponsor/Exhibitor Full Conference Pass?

A: The process is basically the same. Passes are differentiated by conference access and if a Full Conference Pass is complimentary. Complimentary Full Conference Passes require that a Priority Code be used when registering. This Priority Code is located in the Exhibitor Workspace which typically, the company conference coordinator manages. Registration for both passes can be accessed from the Oracle OpenWorld 2009 website Registration page or from the Exhibitor Workspace.

4.1 Sponsor/Exhibitor Staff Passes

Q: How many Exhibitor Staff may I register?

A: You may register for an unlimited number of Exhibitor Staff Passes. Please register for these passes using the Exhibitor Staff link, which is available on April 14th on the Oracle OpenWorld 2009 website Registration page, or, your company conference coordinator may use the link in the Exhibitor Workspace.

Exhibitor Staff Pass access:

Oracle OpenWorld Exhibition Halls (extended hours) and Oracle DEMOgrounds, Exhibitor Lounges, keynote sessions, Executive Solution sessions, Solution Spotlight Theater sessions, Oracle Users Forum and SIG programs, Oracle PartnerNetwork Forum (OPN members only), Wireless Network and OpenWorld Connection Centers, Oracle PartnerNetwork Lounge (OPN members only), Exhibitor Thank You Reception, Digital Lifestyle Lounge, Green Marketplace, Oracle User Groups Pavilion, OTN Lounge, Oracle OpenWorld Bookstore, Oracle Mix, It's a Wrap!, and transportation to and from most official conference hotels and Moscone Center.

4.2 Sponsor/Exhibitor Complimentary Full Conference Passes

Q: How many Complimentary Full Conference Passes do Exhibitors receive?

A: Exhibitors receive one Complimentary Full Conference Pass.

Q: How many Complimentary Full Conference Passes do Sponsors receive?

A: The quantity is based on Sponsorship Level.

Full Conference Pass access:

All Oracle OpenWorld 2009 conference sessions, keynote sessions, Executive Solution sessions, Solution Spotlight Theater sessions, Primavera Program, Hands-on Labs, Oracle Users Forum and SIG programs, Oracle PartnerNetwork Forum (OPN members only), conference materials, Wireless Network and OpenWorld Connection Centers, Oracle OpenWorld Exhibition Halls (extended hours) and Oracle DEMOgrounds, Exhibitor Lounges, Oracle PartnerNetwork Lounge (OPN members only), Oracle OpenWorld Welcome Reception, conference meals (morning break, lunch, afternoon break), OTN Night, Exhibitor Thank You Reception, Oracle OpenWorld Appreciation Event, Digital Lifestyle Lounge, Green Marketplace, Oracle User Groups Pavilion, OTN Lounge, Oracle OpenWorld Bookstore, Oracle Mix, It's a Wrap!, and transportation to and from most official conference hotels and Moscone Center.

Q: How do I register for my Complimentary Full Conference Pass(s)?

A: If you are registering for a Sponsor/Exhibitor Complimentary Full Conference Pass, you will be asked to provide the Sponsor/Exhibitor Complimentary Full Conference Pass **Priority Code**. Contact your Company Conference Coordinator or go to the Exhibitor Workspace (EW) to access the Priority Code. You can access the registration link from the Exhibitor Workspace (EW), Exhibitor Resource Center, or from the Oracle OpenWorld 2009 website registration page.

Q: What if I need more Full Conference Passes than I received?

A: You will need to purchase these passes at the conference rate and use the regular attendee registration link.

5.0 Oracle OpenWorld Discover Pass, Appreciation Event & Daily Lunch Passes

Q: How should the 2009 Oracle OpenWorld Discover Pass be used, and what is the level of access?

A: The Oracle OpenWorld Discover Pass is provided for sponsors/exhibitors to distribute to prospects and customers. **Attendees using this pass have access to:** Keynote sessions, Executive Solution sessions, Solution Spotlight Theater sessions, Oracle Users Group Forum and SIG programs, Wireless Network and OpenWorld Connection Centers, Oracle OpenWorld Exhibition Halls and Oracle DEMOgrounds, Digital Lifestyle Lounge, Green Marketplace, Oracle User Groups Pavilion, OTN Lounge, Oracle Mix, Oracle OpenWorld Bookstore, It's a Wrap!, and transportation to and from most official conference hotels and Moscone Center.

Q: Should attendees from my company register using the Oracle OpenWorld Discover Pass?

A: No. Oracle OpenWorld Discover Passes do not allow access to the Exhibition Hall during set-up/tear-down hours, or two hours before and two hours after official Exhibition Hall hours; the Exhibitor Full Conference and Exhibitor Staff Passes should be used.

Q: How many Appreciation Event Passes and Daily Lunch Passes do I receive?

A: The quantity is determined by Oracle OpenWorld Show Management and is based on Exhibit Space as follows:

Space	Passes	Space	Passes
Pavilion Kiosk*			
	2/2	30' x 30'	10/10
10' x 10'	2/2	30' x 40'	12/12
10' x 20'	4/4	30' x 50'	14/14
10' x 30'	5/5	40' x 40'	16/16
20' x 20'	6/6	40' x 50'	18/18
20' x 30'	8/8	40' x 60'	20/20
20' x 40'	9/9	50' x 50'	22/22
20' x 50'	9/9		

*Pavilion pass allocations vary. Please check the Oracle OpenWorld website (Pavilion Opportunities) for pavilion-specific allocations.

6.0 Exhibition Hours & Access

Q: What are the Oracle OpenWorld 2009 main Exhibition Hall Hours?

A: Moscone Exhibition Hall hours are listed in this table. Please check the Oracle OpenWorld website for exhibits located at hotels for the current exhibition hours.

Moscone Exhibition Hours				Dedicated Hours			
Monday	October 12	10:30 a.m.	– 6:30 p.m.	10:30 a.m.	– 11:30 a.m.		
Tuesday	October 13	10:30 a.m.	– 6:30 p.m.	10:30 a.m.	– 11:30 a.m.		
Wednesday	October 14	9:30 a.m.	– 5:15 p.m.	9:15 a.m.	– 10:15 a.m.		
Thursday	October 15	CLOSED					

Exhibition Hall hours are subject to change.

Q: When will I have access to the Exhibition Hall prior to attendees?

A: As a Sponsor/Exhibitor, you will have access to the Exhibition Hall two hours before and two hours after official Exhibition Hall hours.

7.0 Oracle OpenWorld 2009 Transportation

Q: Will conference transportation be available?

A: Yes – all hotels listed will have shuttle bus service provided to and from the Moscone Convention Center unless the hotel is within walking distance. Visit the Oracle OpenWorld 2009 website for details.

Sponsor/Exhibitor Registration & Housing Contact

Q: Who do I contact if I have questions regarding Oracle OpenWorld 2009 Sponsor/Exhibitor Registration and Housing?

A: Should you have any questions regarding your Hotel Room Block or registration, please contact Nichole Kalar with George P. Johnson at +1.650.226.0667 or nichole.kalar@gpj.com. You may also call the Oracle Registration & Housing Hotline at 1.866.702.6442 or at OpenWorldHousing@eventreg.com.