Registration Frequently Asked Questions

Q: **When and where is Oracle Industry Connect taking place?**
A: Oracle Industry Connect takes place from April 10-11, 2018 at the New York Hilton Midtown in New York. 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 2018, 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. 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 a priority code, please contact the person within 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 email to IndustryConnect@gpj.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 may request an invitation to attend by clicking here.

Q: **Where can I find agenda details?**
A: Industry Connect will begin Tuesday, April 10, at 8:30 a.m. and conclude on Wednesday, April 11, at 5:00 p.m. As the schedule of events evolve, the latest version can be found on the 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 New York City. Where can I get information for my visit?**
A: Please visit the official city of New York website NYC Go.

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).

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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 desk for assistance.

Housing Frequently Asked Questions
Oracle has secured discounted room rates at the New York Hilton Midtown at $319 and the Sheraton New York Times Square at $317 per night plus applicable state and local taxes, currently 14.75% and $3.50 per room per night in state occupancy charges. All taxes are subject to change without notice.

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 March 9, 2018. After this date, rates will be determined by the hotel.

Q: What is the hotel guarantee and cancellation policy?
A: Cancellations must be made no less than 72 hours prior to your arrival. Failure to do so will incur a penalty equal to one night's room and tax. If you need to shorten your hotel stay, please do so before Friday, March 9, 2018 through your registration portal. **Hotel will charge a one night's room and tax deposit on the credit card provided at the time of booking.** If you shorten your hotel departure date once you check in, the hotel's standard early departure fees will apply.

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. 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 March 9, 2018 reservations and changes **must** be made through the My Account link or through the Oracle Industry Connect housing team (contact information below) to obtain Oracle Industry Connect discounted rates.

Q: Will I receive a hotel confirmation number?
A: All reservations made within the Oracle Industry Connect housing block will be confirmed via a separate hotel email confirmation, and after March 9, 2018 you will receive your hotel issued confirmation number via email.

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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.

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 at IndustryConnect@gpj.com or 866.382.7149 (US & Canada) or +1.650.416.8721 (International).

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