



REGISTRATION FAQs: ASSOCIATE MEMBERS, NON-MEMBERS, AND CORPORATE

BEFORE YOU BEGIN...

You'll need to gather the details for all attendees from your organization before you begin the registration process. As soon as you enter a delegate in the registration system they are considered registered — even if you don't complete their registration. Only enter delegates that have confirmed their attendance.

Here is a checklist to be sure you've gathered and confirmed everything before you start.

The Basics

- Who is attending from your organization? Make sure you have the correct spelling of their names and email addresses.
- What education, breakout, and dialogue sessions will each of your delegates attend? All sessions are listed in the [promotional brochure](#).
- Are your delegates interested in participating in one of the two optional excursions? Excursions are an additional cost of \$50 per registrant.
- Will you need additional event tickets? One ticket to the Welcome Reception and one ticket to the President's Banquet and Awards Ceremony is included in each delegate registration. Additional tickets for the Welcome Reception can be purchased for \$50. President's Banquet tickets can be purchased for \$80 per ticket.

I WAS WONDERING...

You probably have questions, so we did our best to guess what they would be, and answer them here.

When is the deadline for registration?

Register on or before March 2, 2023 to receive the early-bird rate. All registrations made after April 11, 2023 will be subject to a \$50 administration fee.

What are the registration fees?

	<i>On or before</i> March 2, 2023	<i>After</i> March 2, 2023
Associate Member	\$500	\$600
Non-Member*	\$700	\$800
Government	\$550	\$650
Corporate**	Not available	\$1,775

* For municipal non-members and approved not-for-profit organizations **For other not-for-profit organizations and businesses



What is included in the registration for the 2023 SUMA Convention and Tradeshow?

Each Convention registration includes:

- admission to all dialogue, education, and breakout sessions;
- one ticket to the Welcome Reception;
- one ticket to the President's Banquet and Awards Ceremony;
- a seat at the keynote speaker presentation;
- admission to the Early Access Reception for the SUMA tradeshow;
- tradeshow viewing on Monday and Tuesday;
- shuttle service to and from designated hotels;
- hot breakfast and buffet lunch on Monday and Tuesday;
- refreshments at breaks; and
- the chance to network with municipal leaders from across the province.

Are excursions an additional cost?

Yes, the cost to participate in one of the two optional excursions is \$50 per person. The cost includes transportation to and from TCU Place and light appetizers and refreshments. Space to participate in the excursions is limited, so be sure to register early.

How and where do I pay?

Associate member registrations are payable to SUMA by cheque or through online banking. Cheques can be mailed to:

SUMA
Unit 305 - 4741 Parliament Avenue
Regina, SK S4W 0T9

If making a payment through your financial institution, please email the details to accounting@suma.org.

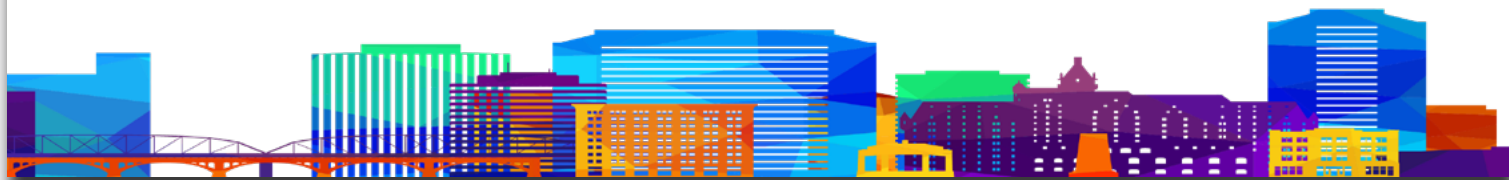
Corporate and non-member registrations are payable by credit card. Our convention registration system will request payment when completing the registration process.

What is the cancellation policy?

Registrant cancellations received on or before March 23, 2023 are subject to a \$50 cancellation fee per registrant. There are no refunds for cancellations received after March 23, 2023 for any reason. Substitutions are allowed without penalty. Refunds are not issued for additional Welcome Reception or President's Banquet and Awards Ceremony tickets.

To ensure maximum participation, cancellations will be accepted for excursions. A \$10 fee will be applied to excursion cancellations that are not in conjunction with a delegate registration cancellation. Substitutions are allowed without penalty.

If you need to cancel a registration before March 23, 2023 please contact the SUMA office at 306-525-3727 or email registration@suma.org.





How do I register?

If you are a municipal non-member, please contact Jean-Marc Nadeau at 306-525-3727 or ceo@suma.org. For all other non-member and corporate inquiries, please contact Catherine Holland at 306-525-4466 or marketing@suma.org. SUMA will provide a registration link and log in information to eligible non-member and corporate registrants.

If you are an associate member, the link to register will be sent to your main contact's email address for your organization. To ensure your security, we have protected your account with a password. On the landing page, select your organization's name from the drop down list and enter the password provided in the email to proceed with registration.

Can I log back in to make changes after I submit my registration?

You can log back in to make these changes:

- Edit delegate names.
- Add delegates.
- Change if delegates will or will not be attending the Welcome Reception and President's Banquet and Awards Ceremony with the tickets included in their registration.

You **cannot** make these changes:

- Cancel or delete delegates. Please contact the SUMA office for cancellations.
- Add a promotional code to a delegate that has already been registered. Please contact the SUMA office if you need to add a promotional code.
- Return or cancel additional event tickets. Once additional event tickets have been selected, the organization is responsible for them; there are no refunds.
- Cancel participation in an excursion. Please contact the SUMA office for cancellations. See the cancellation policy for more information.

What is a promotional code?

Some attendees have custom registration needs. SUMA staff will send out promotional codes to municipalities and organizations that need them so their delegates can be registered correctly.

Have questions or having trouble registering?

Contact the SUMA office at 306-525-3727 or email registration@suma.org.

