



# REGISTRATION FAQs: ASSOCIATE MEMBERS AND NON-MEMBERS

## Before You Begin...

You'll need to gather the details for all the attendees from your organization before you log in and 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.
- What education, breakout, and dialogue sessions will each of your delegates attend? These sessions are listed in the promotional brochure and available on the Convention & Tradeshow page of our website.
- How many Sunday evening Welcome Reception tickets (\$40 per ticket) will you buy? Remember to include spouses in your total, if necessary.
- How many President's Banquet and Awards Ceremony tickets (\$60 per ticket) will you buy? Remember to include spouses in your total, if necessary.

## 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 before December 21, 2017 to receive the early bird fees.

### What are the registration and ticket fees?

	Postmarked <i>before</i> December 21, 2017	Postmarked <i>after</i> December 21, 2017
Member	\$325	\$425
Non-Member	\$525	\$625
Government	\$375	\$475
Welcome Reception — Sunday Evening	\$40	\$40
President's Banquet — Tuesday Evening	\$60	\$60



### How and where do I pay?

Registration and ticket fees are payable to SUMA by cheque or credit card. The final step of the registration process also includes a payment page where you can find all the information regarding payments. If you choose to pay by cheque, mail it to:

SUMA  
200-2222 13<sup>th</sup> Avenue  
Regina, SK S4P 0M7

### Where do I register and how do I log in?

If you are a non-member, you must contact Tania Wendling at SUMA at 306-525-4379 or [twendling@suma.org](mailto:twendling@suma.org). SUMA will then provide you with access to the link to register and log in with an email address and organization name that you provided to Tania.

If you are an associate member, the link to register will be sent out 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.

### Why can't I open the registration link?

You may need to update your browser; the system only works in Internet Explorer 8 or higher. It works best in Google Chrome, which you can also download for free.

### 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.
- Update delegate's choice of education, breakout, and dialogue sessions.
- Add delegates.
- Purchase additional event tickets.

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 event tickets (Welcome Reception, President's Banquet and Awards Ceremony). Once event tickets are selected the organization is responsible for them; there are no refunds.

### What is the cancellation policy?

Delegate registration cancellations received on or before January 11, 2018 are subject to a \$50 cancellation fee per registrant. There are **no refunds for cancellations received after January 11, 2018** for any reason. Substitutions are allowed without penalty. Refunds are not issued for Welcome Reception or President's Banquet and Awards Ceremony tickets.

If you need to cancel a registration before January 11, 2018 please contact the SUMA office at 306-525-3727 or email [registration@suma.org](mailto:registration@suma.org).

### What is a promotional code?

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

### Who should I contact if I have questions or am having trouble registering?

We are happy to help! Contact the SUMA office at 306-525-3727 or email [registration@suma.org](mailto:registration@suma.org).

