

USER CONFERENCE FAQs



Commonly asked questions about the Soft-Pak User Conference. Please visit www.Soft-Pak.com for User Conference Registration and additional details.

GENERAL USER CONFERENCE QUESTIONS

How to Register for the User Conference?

- Registration is completed online through the Soft-Pak website. Please visit our website to register for the User Conference using the following link: <https://soft-pak.com/soft-pak-2025-user-conference-registration/>

What is the cost of the User Conference?

- The conference cost is \$1,695 per person. This includes the Customer Appreciation night activities.

Is there a limit to the number of attendees for each company?

- No, we do not limit the number of attendees a company can register.

Is there a group discount for groups attending larger than a certain size?

- No.

When will we be billed for the User Conference?

- Soft-Pak will begin billing those who have registered for the User Conference as the registrations are received. We will bill weekly for those that register after that date.

What is the User Conference cancellation policy?

- Soft-Pak recognizes that plans change requiring a User Conference registration to be cancelled. A replacement user can be made, if applicable. All cancellation requests or user replacements should be in writing and emailed to events@soft-pak.com.
 - For a full refund of registration fees, the request must be received by September 19, 2025.
 - A partial (50%) refund of registration fees will be issued for requests received between September 20 and October 3, 2025.
 - Cancellation requests received after October 3rd are non-refundable.

Are Wish lists being submitted for the 2025 User Conference?

- In lieu of wish list submissions for the 2025 User Conference, Soft-Pak will discuss development ideas after each session and request feedback on specific areas of the software.

What time does the User Conference normally end on the last day?

- The User Conference typically ends by 4:00 pm PT on the last day, sometimes a little earlier. We recommend that departure flights be based upon this time, allowing for travel time to the airport. Also, per the <https://www.san.org/> website, it is recommended to allow at least two hours for domestic travel, and three hours for international travel.

Are vegetarian options provided during the lunch meals?

- Yes, vegetarian meal options are available. Please contact the Omni San Diego Hotel regarding any food allergies or other dietary requirements.

OMNI SAN DIEGO HOTEL

Helpful information about the Omni San Diego Hotel can be found at the links below:

- **Room Reservations:** The Registration page includes a link to reserve a room at the Omni San Diego Hotel. <https://bookings.omnihotels.com/event/san-diego/soft-pak-user-conference-2025>
- **Area Guide/Experiences:** <https://www.omnihotels.com/hotels/san-diego/things-to-do>
- **Eat & Drink:** <https://www.omnihotels.com/hotels/san-diego/dining>
- **Additional Information:** <https://www.omnihotels.com/hotels/san-diego/property-details>

Does the Omni San Diego Hotel offer a free shuttle from the airport to the Omni San Diego Hotel?

- No, the hotel does not offer a shuttle service.

SAFETY PROTOCOLS

It is Soft-Pak's number one priority to ensure the safety of our customers during the User Conference. Soft-Pak will follow all state, local and facility guidelines about all safety protocols.

- Soft-Pak will follow all state and local laws regarding safety measures. Please visit the California Department of Public Health website for up-to-date information: <https://www.cdph.ca.gov/>.

Will there be hand sanitizer available?

- Yes, there will be hand sanitizing stations available.

CUSTOMER APPRECIATION NIGHT

Helpful information about the Customer Appreciation night location, Birch Aquarium, San Diego, can be found at the following link: <https://aquarium.ucsd.edu/>

Are conference attendees allowed to bring guests to Customer Appreciation night that are not attending the conference?

- Yes, guests are allowed but will be billed under your company's account. Guests will not be billed separately.

What is the cost of the Customer Appreciation night for additional guests.

- There is a \$200.00 charge for additional guests attending the Customer Appreciation night.

Is there a dress code for the Customer Appreciation night?

- There is no formal dress code. Casual dress attire is recommended and shoes for safety. It also can be chilly at night during this time of the year, so a light jacket is recommended.

Are children allowed?

- All attendees must be 18 or older.

Will food and beverage be provided during the Customer Appreciation night?

- Yes, food and beverages will be provided as part of your registration.

Will transportation to the Customer Appreciation night location be provided?

- Yes, transportation will be provided between the hotel and the Birch Aquarium, both to and from the event.

Additional details regarding the Customer Appreciation night at the Birch Aquarium.

- There will be time to walk around prior to dinner/cocktails and the show specific to our group.
- Schedule will be provided as the event date gets closer.