

# USER CONFERENCE FAQs



Commonly asked questions about the Soft-Pak User Conference. Please visit [www.Soft-Pak.com](http://www.Soft-Pak.com) for User Conference Registration and additional details.

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## GENERAL USER CONFERENCE QUESTIONS

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### 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 [SPKEvents@terex.com](mailto:SPKEvents@terex.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.

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## **OMNI SAN DIEGO HOTEL**

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### **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.

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## **SAFETY PROTOCOLS**

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**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.

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## **CUSTOMER APPRECIATION NIGHT**

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**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.