

# 10 TOP FREQUENTLY ASKED NETAPP INSIGHT 2019 QUESTIONS

## 1. HOW DO I REDEEM MY TRAINING UNITS?

Once on the registration form you will be asked if you are paying by using Training Units:

- Select 'yes'
- Read the text that comes up.
- Hit continue and stop your NetApp INSIGHT registration at that point.
- You will be provided via email with further instructions on next steps to redeem your Tus.

## 2. CAN I USE MORE THAN 1 PO# TO USE TRAINING UNITS?

You will need \$2295 on a valid PO (**GSI or SPR is not allowed**). If there is not enough TUs to purchase your NetApp INSIGHT pass, you have the option to pay off the balance on a credit card or submit a different PO in a separate transaction. You will need to log out and log back in using the same credentials. A combined method of payment cannot be completed directly through the registration system.

## 3. ARE TRAINING UNITS AND SALES ORDERS REFUNDABLE?

Training Units and Sales Orders are non-refundable

## 4. HOW DO I APPLY A REGISTRATION PROMO CODE OR A SALES ORDER CODE TO MY NETAPP INSIGHT REGISTRATION?

You may add the registration promo code on the 'Payment Page' of the registration form.

## 5. WHAT ARE THE NETAPP INSIGHT HOTEL RATES?

**The Mandalay Bay** is \$189/night (except \$130/night for Sunday and Monday)

**The Delano** is \$219/night (except \$150/night for Sunday and Monday)

The \$25 Resort and taxes are not included for both properties.

## 6. CAN I CHANGE AN EXISTING HOTEL RESERVATION?

You may change your hotel reservation by logging into your registration profile.

## 7. WHAT IS THE CANCELLATION POLICY?

**Full refund:** Cancellations received before August 26, 2019, 11:59 p.m. Pacific Time

**50% refund:** Cancellations received August 27, 2019 - September 30, 2019, 11:59 p.m. Pacific Time

**No refund:** Cancellations received after October 1, 2019.

**No-shows:** No refund.

## 8. MAY I STILL RECEIVE A REFUND AFTER THE DEADLINE?

There are no refunds after the cancellation deadline. Sales Order or Training Units are non-refundable.

## 9. MAY I BRING A GUEST TO INSIGHT?

No. There are no Guest Passes available at NetApp INSIGHT.

## 10. ARE SUBSTITUTIONS ALLOWED?

Substitutions from your own company are allowed. You will need to call or email the NetApp INSIGHT Contact Center at [NetAppInsightVegas@gpjreg.com](mailto:NetAppInsightVegas@gpjreg.com) for instructions.