

**Q: Do I need to change my registration to the new dates?**

No, we will transfer your registration to the new September dates. You are not required to do anything for your convention ticket unless you purchased a 10-pack.

If you bought a 10-pack ticket, please make sure that all your people are still able to attend the convention on the new dates. If they are not, you may edit your 10-pack tickets by logging into the registration website (or by contacting the Event Department at [events@asea-global.com](mailto:events@asea-global.com) and let them know if you have a new name or if you need a refund on that ticket.

Visit the registration web page here: <http://aseaglobal.com/events/convention.aspx>

**Q: What if I can't attend the convention on the new dates?**

You may cancel your ticket for a full refund by logging into the registration website and following the instruction below or by contacting the Events Department at [events@aseaglobal.com](mailto:events@aseaglobal.com).

**Q: What do I do if I signed up for the production and office tours?**

All scheduled tours will be canceled, and you will receive a full refund for your tour registration by January 15, 2017. If you want to take the tours, please log into the registration website, choose a new time, and buy a ticket. See instructions to learn how to reschedule.

**Q. What if I have purchased my flights to the convention?**

ASEA will reimburse you the fee for changing the dates of your flight to the new dates. You will need to submit your receipt for the new flights with the change fee to [events@aseaglobal.com](mailto:events@aseaglobal.com) by March 31, 2017.

We will process the reimbursement, and you should receive the funds 30 days following confirmation of the necessary documentations. ASEA will only provide reimbursements for flights purchased prior to the convention date change announcement. Please contact the events staff for details on how the reimbursement will be paid.

If you are not able to attend the rescheduled convention and you have a nonrefundable ticket, please send your scheduled flights to [events@aseaglobal.com](mailto:events@aseaglobal.com), we will discuss the possibilities of a full refund.

**Q. What if I have booked a hotel room?**

You will need to contact the hotel and cancel your hotel reservation (this will not be done automatically). There are no penalties for canceling if you do it 14 days prior to the event. You will need to rebook your hotel reservation through the convention registration site.

Visit the registration web page here: <http://aseaglobal.com/events/convention.aspx>

**CHANGING EVENT REGISTRATION DETAILS**

Use the following instructions to make changes to your name, email address, associate ID, office and production facility tours, and translations need.

1. Visit <http://aseaglobal.com/events/convention.aspx>
2. Click on the REGISTER button.
3. On the registration page click REGISTER again.
4. Below the name and address fields, click on the link titled, MODIFY EXISTING OR ADD ADDITIONAL GUESTS.
5. If your registration was added as a guest, you must enter the email address and confirmation number of the person that invited you (the invitee) to make a guest name change or modification, then click OK. If you registered for an Individual ticket, enter your email address and confirmation number, once complete, click OK.
6. Click on MODIFY on left side of the page.
7. To the right of the name you are changing, click on INFORMATION to make the modification.
8. To add a production tour, click on REGISTRATION and choose your preferred tour time.
9. When you have finished making changes click on SAVE (on the bottom right).
10. If you are done making your modifications, click NEXT (bottom right) to review your information.
11. To continue, click NEXT again.
12. To complete your changes, click FINISH.