



October 1–5, 2017
SAN FRANCISCO, CA

Registration FAQ

Q: When and where are Oracle OpenWorld and JavaOne taking place?

A: Oracle OpenWorld and JavaOne take place from October 1 – 5, 2017 in San Francisco, California, USA. Click to view more information about [Oracle OpenWorld](#) or [JavaOne](#).

Q: How can I register for Oracle OpenWorld and/or JavaOne and how much does it cost?

A: For complete information and links to register, visit the conference websites: [Oracle OpenWorld](#) and [JavaOne](#). The pricing is as follows:

2017 EVENT DATES October 1-5 (Dates Subject to Change)	Super Saver March 27 - May 6	Early Bird May 7 – Aug 5	Pre-Event Aug 6 - Sept 29	Onsite Sept 30 - Oct.5
Oracle OpenWorld	\$1,850	\$2,150	\$2,450	\$2,650
Oracle OpenWorld Government	\$1,550	\$1,650	\$1,850	\$2,650
Oracle OpenWorld Gov't WITHOUT Appreciation Event \$325	\$1,225	\$1,325	\$1,525	\$2,325
JavaOne	\$1,450	\$1,650	\$1,850	\$2,050
JavaOne Government	\$1,250	\$1,450	\$1,650	\$2,050
JavaOne Gov't WITHOUT Appreciation Event \$325	\$925	\$1,125	\$1,325	\$1,725
Discover	N/A	\$50	\$75	\$125

Q: I am a part of a large group coming to Oracle OpenWorld and JavaOne. Is there a group registration process or any discounts available for groups?

A: Yes. The Group Pass Purchase program will allow you to prepay for multiple registrations at once. Discounts are applied when five (5) or more passes are purchased. There are no discounts offered for four (4) or fewer passes. Purchase 5 to 13 passes to receive savings of up to 20% of the price off each registration. Purchase 14 or more and receive a savings of up to 28% off. This offer is only valid when paying by credit card, is nonrefundable, and cannot be combined with any other offers or discounts. Please [click here](#) to view the full terms and conditions for the Group Pass Purchase program.

Q: What qualifies me for alumni status?

A: If you have attended any of the following US events, your alumni status will be displayed on your badge onsite.



Integrated Cloud Applications & Platform Services

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- Oracle OpenWorld 2015 and/or 2016
- JavaOne 2015 and/or 2016

Your email will be cross-referenced with the information we have from the above conferences. Once your status is verified, it will be reflected on your badge onsite.

Q: I am an Oracle employee and need a visa to enter the United States to attend the Oracle OpenWorld and JavaOne event. What does Oracle provide to help me with the visa stamp application?

A: This information pertains to Oracle employees only. Provided registration is completed and all necessary information is provided, Oracle will issue a letter for your use in the visa stamp application process. You are responsible for complying with all applicable US immigration laws, and for visiting the US consulate or US embassy website to understand the rules and process for applying for a US visa stamp. See additional details available during the registration process.

Q: I am not an Oracle employee and I need a visa to enter the United States to attend the Oracle OpenWorld and JavaOne event. What does Oracle provide in this regard?

A: A statement confirming registration and your planned attendance is available upon completion of the registration process, and after providing all required information. You are responsible for complying with all applicable US immigration laws, and should consult with your own employer or other resources regarding questions about US visas and requirements. For information on US embassies and US consulates: <https://www.usembassy.gov>.

Q: I started my registration but did not finish. How can I complete it?

A: Go to [My Account](#). After entering your Oracle.com account login details, you will be taken to the point in your registration where you left off.

Q: I received a discount code, but I am already registered. Can I get this code applied to my registration?

A: Group Pass Purchase codes are the only codes that may be applied to existing registrations. Please contact the Oracle OpenWorld or JavaOne help desk for further information on rules and restrictions (contact information below).

Q: I am having trouble logging in with my Oracle.com account.

A: Please refer to the step-by-step [Registration Instructions](#) or contact the Oracle OpenWorld or JavaOne help desk for assistance (contact information below).

Q: Can I add JavaOne to my Oracle OpenWorld package?

A: Yes. You can upgrade your experience by adding on a JavaOne package for just US\$100. This rate of US\$100 can only be applied in conjunction with an Oracle OpenWorld full-conference package and cannot be purchased as a standalone item. You will be offered the opportunity to add additional registration packages during the registration process on the package selection page. For additional information, visit the Oracle OpenWorld registration add-on packages [website](#). If you are

already registered and would like to upgrade your conference experience, log in to [My Account](#) and click on “Add Package” at the bottom of the page.

Q: Can I add Oracle OpenWorld to my JavaOne package?

A: Yes. You can upgrade your experience by adding on Oracle OpenWorld. You will be offered the opportunity to add this additional registration package during registration on the package selection page. For additional information, visit the JavaOne registration add-on packages [website](#). If you are already registered and would like to upgrade your conference experience, log in to [My Account](#) and click on “Add Package” at the bottom of the page.

Q: I am already registered for a Discover pass. How do I upgrade to become an Oracle OpenWorld or JavaOne full-conference attendee?

A: Please contact the Oracle OpenWorld or JavaOne help desk for assistance with this upgrade (contact information below).

Q: I have already registered, but was just approved as an Oracle OpenWorld or JavaOne speaker. How do I update my registration and get a refund?

A: Your registration will be automatically updated upon your approval as an Oracle OpenWorld or JavaOne speaker. The registration team will refund your registration fee upon your completion of all required tasks within the Speaker Resource Center (SRC). Note that any add-ons you have purchased will not be included in the refund. You can contact the Oracle OpenWorld or JavaOne help desk to verify your status and/or refund (contact information below).

Q: My company will be exhibiting at Oracle OpenWorld and/or JavaOne. How do I register to work at our booth?

A: You will need an Exhibitor Staff registration code. If you do not already have this code, please contact the person from your company who is managing your exhibitor or sponsor participation at Oracle OpenWorld and/or JavaOne. If you have any questions, contact the Oracle OpenWorld or JavaOne help desk for assistance with this upgrade (contact information below).

Q: I am already registered as an Exhibitor Staff at Oracle OpenWorld or JavaOne. How do I upgrade to become an Oracle OpenWorld or JavaOne full-conference attendee?

A: You can upgrade your existing Exhibitor Staff registration at any time. Log in to [My Account](#) and click on “Add Package” at the bottom of the page to purchase Oracle OpenWorld and/or JavaOne full conference packages. You may also contact the Oracle OpenWorld or JavaOne help desk for assistance (contact information below).

Q: How do I cancel my registration?

A: All cancellations must be received via an email to OpenWorldReg@gpi.com or JavaOneReg@gpi.com.

- Full refund: Cancellations must be received by **August 18, 2017, 5:00 p.m. PT.**
- 50% refund: Cancellations must be received between **August 18 and September 8, 2017, 5:00 p.m. PT.**
- No refunds will be given for cancellations received after **September 8, 2017, 5:00 p.m. PT.**

- Any requests for refunds following the actual event must be submitted by email no later than **December 31, 2017, 5:00 p.m. PT.**
- Refunds will not be issued for group passes purchase codes at any time.
- Refund policy does not apply to packages with no registration fees.
- Cancellation of travel reservations and hotel reservations are the exclusive responsibility of the registrant.
- Refunds will not be given to attendees who do not pick up their badge credentials onsite.
- If your visa application is denied and you choose to cancel your Oracle OpenWorld or JavaOne registration, you still need to adhere to the Cancellation Policy deadlines listed above.

Registration Add-On packages are subject to the cancellation dates and policies above. Additionally, the following conditions also apply:

- Refunds will not be given if the Add-On package has been opened or accessed.
- Refunds will not be given for Add-On package conference materials if those materials are picked up onsite.

Q: Can I substitute someone else to use my registration?

A: Substitutions must be requested by the original attendee via email. Please include the names of both the original and substitute registrants. All requests for substitutions must be received by no later than 5:00 p.m. PT on **September 29, 2017**. Substitution requests received after this time will incur a US\$100 processing fee.

Q: Where can I find agenda details?

A: A schedule of events can be found on the [Oracle OpenWorld](#) or [JavaOne](#) websites.

Q: What methods of payment are accepted for conference registration and add-on packages?

A: Payment can be provided at the time of registration. Accepted payment methods include:

- Credit card (American Express, Discover, MasterCard, Visa)
- Check
- Wire transfer

Remit check payments to:

Make check payable to: **Oracle OpenWorld**

Include in check memo: **event name, attendee name, invoice number**

Include a copy of your invoice with the check

Send check and invoice to the applicable address below:

U.S. POST OFFICE

RainFocus, Inc.

P.O. Box 748599

Los Angeles, CA 90074-8599

FOR COURIER DELIVERY ONLY

Bank of America Lockbox Services
Lockbox 748599
2706 Media Center Drive
Los Angeles, CA 90065-1733

Remit wire transfer payments to:

Bank Name: Bank of America Merrill Lynch
Account Name: RainFocus LLC
Wire Routing/Transit (ABA) Number: 0260-0959-3
ACH Routing Number: 021000322
Account Number: 483043602367
SWIFT Address: BOFAUS3N

IMPORTANT:

Please reference the conference name and invoice number in the memo section of your wire transfer.

Q: How do I get a copy of my receipt/invoice?

A: When you register, a copy of your invoice will be attached to your registration confirmation email. Y

Q: I am not familiar with San Francisco. Where can I get information for my visit?

A: Please visit the official city of San Francisco website [San Francisco Travel](#).

Q: I have special dietary needs. Will meals be provided to accommodate my needs at the event?

A: Yes. Oracle will offer specially prepared meals for attendees with dietary restrictions and we will do our best to fulfill every appeal that diverges from standard special needs (vegetarian, vegan, gluten/dairy-free, etc.). Special meals are available on a first-come, first-served basis and some meals may be limited in quantity. When you arrive in the lunch area onsite make your request known to a server and they will review available dietary options. Please see the Registration or Information desks onsite for further details.

Q: Whom should I contact if I require special assistance (wheelchair or other special access, hearing impaired, sight impaired)?

A: Oracle has information for details and resources for special needs posted to the [website](#). If you need additional information, please contact the Oracle help desk for assistance (details below).

Q: Will I need to wear my badge at Oracle OpenWorld or JavaOne?

A: Yes, you will need to wear your badge at all times. Your badge cannot be given to or shared with another attendee or the badge will be confiscated and you will be asked to leave the event.



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If you have access to the Oracle Appreciation Event, you will be given a wristband at Materials Pickup onsite that must be worn the event.

If you lose your badge while onsite, visit any of the registration desks for assistance. There will be a US\$75 fee to print a replacement badge.

Q: Does Oracle have any air travel/ground transportation partners for the conference?

A: Yes. We will have information posted to the Oracle OpenWorld and JavaOne transportation pages soon.

Questions?

If you have any further questions, contact the Oracle OpenWorld or JavaOne help desks Monday through Friday, 6:00 a.m. to 6:00 p.m. PT.

	Oracle OpenWorld	JavaOne
US and Canada:	1.866.382.7147	1.866.382.7151
International:	+1.650.416.8745	+1.650.416.8727
Email:	OpenWorldReq@gpj.com	JavaOneReq@gpj.com