

Frequently asked questions

Why has Sage Summit US been postponed?

The safety of our Sage Summit US attendees is our priority. We have rescheduled the event to take place December 9-11, 2020, with a Partner Day December 8, 2020. We are committed to delivering this impactful event to the Sage ecosystem in a healthy and secure environment.

When is Sage Summit US?

Sage Summit US has been rescheduled and will now take place December 9-11, 2020 with a Partner Day on December 8, 2020.

Where is Sage Summit US?

Sage Summit US will take place at the Gaylord Palms Resort & Convention Center in Orlando, Florida.

What happens to my registration now that the event has been rescheduled?

Those who are currently registered will hold their status by default for the new event dates; those who are registered but unable to attend Sage Summit US in December will be able to **cancel their registration** for a complete refund.

I would like to cancel my Sage Summit US registration. What is the process?

If you are already registered, your registration is still valid for the new event dates in December 2020. However, if you are unable to attend, you can cancel your registration for a complete refund. Submit your request here: **cancel your registration**.

What if I already booked hotel accommodation? How do I cancel and rebook for the new dates?

All existing reservations at the Gaylord Palms Resort and Hilton Bonnet Creek have been cancelled. You should have received a cancellation confirmation email from the appropriate hotel.

You will need to make a new reservation for the December dates:

Gaylord Palms Resort & Convention Center

\$224/night inclusive of resort fee

Book by November 16, 2020

Secure hotel

Hilton Bonnet Creek

\$229/night

Book by November 16, 2020

Secure hotel

What is the deadline to book a hotel room at one of the host hotels?

Reservations must be made by Monday, November 16, 2020. After this time, additional reservations will be accepted on a space-available basis. The special rates offered are for standard run of house rooms.

Gaylord policy: Guests may book [online](#) or by telephone at (877) 491-0442. Guests will need to guarantee their reservations with a deposit of one night plus tax. Deposits are refundable for cancellations 3 days/72 hours prior to the arrival date.

Hilton policy: Guests may book [online](#) through Monday, November 16, 2020. Reservations must be secured with a valid credit card upon making the reservation with a one-night deposit. This deposit is refundable up to five (5) days in advance of arrival date.

I've already booked my airfare for the original event dates. What do I do?

Please refer to your air carrier's policies on flight cancellation or rebooking. Many airlines are providing low-cost, or complimentary cancellation or rescheduling due to COVID-19. It's best to check directly with your airline for details.

Will the early-bird registration rate be extended?

Yes, the early-bird registration rate will be valid through September 14, 2020.

Will the event agenda change with the new event dates?

The agenda has been updated and timing and sequence of activities may continue to shift as we get closer to the event dates based on the rescheduling. We are not removing any previously scheduled programming. The agenda overview is available now. Please visit www.SageSummit.com/US to see activities by day.

Will Gary Vaynerchuck still be the featured speaker for the new event dates?

Yes, Gary Vaynerchuck will still deliver his, "The Thank You Economy" keynote. The presentation will take place Wednesday, December 9, 2020.

Gary Vaynerchuk is a serial entrepreneur, Chairman of VaynerX, a modern-day communications parent company, as well as the CEO and co-founder of VaynerMedia, a full-service agency servicing Fortune 500 clients with offices in the US, UK, and Singapore. In addition to VaynerMedia, VaynerX includes Gallery Media Group, The Sasha Group, Tracer, VaynerProductions, VaynerSpeakers, and VaynerTalent.

In his keynote presentation, "The Thank You Economy", Gary will share:

- How to take advantage of the current business environment
- How to prepare for success as the current business environment changes and evolves into, what he's termed, "The Thank You Economy"

What is Sage Summit US?

Sage Summit US is the can't-miss event for Sage small and medium business customers, accountants, and partners from across the country. This event offers deeper learning, product training, thought leadership, and networking to help you perform at your best.

Who should attend Sage Summit US?

Sage small and medium business customers, accountants, and partners from across the country should attend Sage Summit US for deeper learning on the latest in intelligent cloud technology from Sage and our ecosystem, hear timely and relevant content from Sage and business experts, and network with their peers to help them perform at their best.

Which Sage products will be represented at Sage Summit US?

Sage Summit US will have content and breakout sessions for Sage Business Cloud Accounting, Sage 100cloud, Sage 300cloud, Sage 50cloud, Sage 500 ERP, Sage CRM, Sage Fixed Assets, and Sage HRMS.

Why should Sage small business customers, prospects, accountants, and partners attend Sage Summit US?

Sage small business customers, prospects, accountants, and partners should attend to learn, connect, and grow with Sage. Attendees will have the opportunity to learn from inspiring speakers who will lead impactful conversations and share insights on the future of business using Sage technology. Plus, attendees can make valuable connections at one of several networking opportunities.

How much is registration?

Register early to secure the best available pricing.

Early bird	Valid through September 14, 2020	\$499
Save	Valid September 15 – November 29, 2020	\$599
Standard	Valid November 30 – December 10, 2020	\$799
Group: 3+*	Register any time through December 10, 2020	\$399

Rates listed are per person and do not include a 6.5% Florida sales tax. Please refer to the [registration policy](#) for further details.

*Group rate is valid for customers and partners sending three or more paid attendees from the same business. Group rates are valid for group registrations through December 10, 2020. Sponsor passes included in the purchase of packages do not count toward the group rate. Please contact us to receive a promotion code for the group rate. We will get back to you within two business days to provide a promotion code to use during registration. Group registrations must be made at the same time and all be from the same company to qualify.

What can an attendee expect at Sage Summit US?

Sage Summit US attendees can expect awesome technology and Sage experts on hand to answer questions and share tips and tricks; business experts and external thought leaders in attendance to deliver timely and engaging content, and personalized networking moments with peers and the Sage ecosystem.

Where can I learn more information about Sage Summit US?

Please visit www.SageSummit.com/US to keep up with all event updates. You can also follow the conversation on Twitter using #SageSummitUS and by following [@SageUSAmerica](https://twitter.com/SageUSAmerica).