



Nashville Registration FAQ

Q: Where can an attendee find their ticket once they are registered?

A: Attendees will be unable to print out their convention ticket prior to arriving on-site. Once an attendee arrives at the convention venue, they can print their tickets at the Registration or Recognition booths upon check-in.

Q: How can an attendee get a refund on Nashville tickets?

A: Refund requests will only be reviewed if they are requested within three days of the initial registration date. All refunds requested 60 days prior to the event are non-refundable and non-transferrable to another event. Tickets are transferrable to another associate up to 60 days prior to the event.

Q: Are attendees able to sell their convention tickets?

A: Yes, tickets are transferrable to another associate up to 60 days prior to the event. If an associate sells a ticket after this time, the attendee will not be able to update the name or information on the registration. The attending associate would need to know the name, email address and associate number attached to the registration in order to pick it up at the Registration or Recognition booth.

Q: Where can attendees find their confirmation number? Is there a way to have this re-sent?

A: Confirmation numbers can be found near the bottom of their confirmation email, which is automatically sent out by the Cvent system upon registering. To have this re-sent, attendees will need to provide the email address attached to their registration by clicking the "Confirmation Number" hyperlink at connect.legalshield.com/convention > Register for L@AL 2018! > Already Registered?

Q: Why is it only possible to have six attendees tied to one registration or email address?

A: A max number of five guests can be added to a single registration. It is more beneficial for all attendees to register themselves instead of being tied to another registration. This way, they receive all emails that may be associated with their registration, instead of them only being sent to the primary attendee. (Ex. A spouse/child may not want multiple communications, so we enabled the "Add Guest" feature. However, a team of associates would want separate communication to ensure that they receive the latest updates and news.)

Q: What if an associate wanted to bring someone who does not have their own associate number?

A: All registrations must be tied to a valid associate number. If an attendee doesn't have their own associate number, the person registering them will need to use the number of the associate who is hosting the guest attendee. Valid associate numbers are typically nine digits.