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# OPIS CONFERENCES FAQs

## **I have a specific question: How can I speak with someone at OPIS directly?**

Customer service representatives are standing by to answer all of your conference-related questions. Please call +1 888.301.2645 (toll-free within the U.S.) or email [registrar@opisnet.com](mailto:registrar@opisnet.com). For international calls, please call +1 301.284.2000 or email [registrar@opisnet.com](mailto:registrar@opisnet.com).

## **I would like to speak to someone in Spanish.**

Para hablar con un representante en español, por favor llame a +1 301.284.2000 y presione 9.

Calls from within Mexico: call +55 3067 0300 / Llamadas dentro de México: llame a +55 3067 0300

International calls: call +1 301.284.2000 and press 9 / Llamadas internacionales: llame a +1 301.284.2000 y presione 9

## **Where can I find the conference agenda?**

Once you have arrived at our OPIS events landing page (<http://www.opisnet.com/events.aspx>) and clicked on the specific event link, you will find a tab at the top of the page titled "agenda." Here you can find all of our confirmed speakers and topics outlined in detail. We add to our programs often, so be sure to check back for updates!

## **Can OPIS send me a list of attendees?**

In most instances, we are unable to accommodate requests for attendee lists prior to the start of the conference unless otherwise noted. Due to the nature of certain events (i.e. OPIS NGL Summit), we provide a rolling list of registrants on the event website. Please email [energy-marketing@opisnet.com](mailto:energy-marketing@opisnet.com) if you are unsure if an attendee list for a specific event will be provided beforehand. Otherwise, all paid attendees will receive an updated attendee list upon check-in at registration on the first day of the conference.

## **Will printed materials be available onsite?**

Printed course materials will not be available onsite; however, wireless internet will be available for you to access the presentations during the course. Please remember to bring your internet-ready laptop, tablet or smartphone to the course to ensure you are getting the most accurate and up-to-date training materials. Sometimes it is necessary to make updates to the presentation slides, so by bringing your electronic device, we can instantly provide you with the most updated slides - live.

### **When do I get the presentations?**

All paid attendees will receive a link to any available PDFs of the presentations two days prior to the start of the conference. If a speaker has submitted a copy of their presentation to OPIS by that time, it will be available for download on the link. Within one week of the last day of the conference, attendees will receive a link to all available presentations by email, unless otherwise noted. The link is temporary so we encourage attendees to download the presentations within a few days of receiving the emailed link. For proprietary reasons, not all presentations are available for download per the request of the speaker/company, however, we do our very best to make as many presentations available to you as possible.

Please note, registrants who cancel after materials have been distributed by email will not be eligible for any kind of refund or credit, and will be responsible for the full registration fee.

### **I will not be able to attend the conference - can I still purchase the materials?**

At this time, OPIS does not offer conference materials for a discounted price. However, you are welcome to purchase presentations for the full price of registration, even if you do not attend.

### **Does the conference take place on-site at the hotel?**

Yes. The hotel listed on the event website will be where all general session/networking events take place, unless otherwise noted.

### **Is there a dress code for the conference?**

We encourage attendees to dress business casual, however certain events might suggest a more casual dress code, e.g. – a beach party or golf event. Our events staff will always communicate these kinds of changes to attendees prior to the conference.

### **Does OPIS offer parking validation at the conference hotel?**

At this time, OPIS does not validate parking for attendees at any of our events. Please contact the venue directly for more information on their parking policies and prices.

### **Does OPIS provide meals/refreshments during the conference?**

Yes, OPIS provides all attendees with breakfast, lunch, and snacks during any full day of an event. Breakfast and snacks are provided to attendees during all half-day programs adjourning before 1 p.m.

### **Does OPIS provide access for attendees with disabilities?**

OPIS endeavors to provide access to anyone who attends our events. Please email [opisconf@opisnet.com](mailto:opisconf@opisnet.com) so that we may arrange for your specific needs and accommodations with the venue.

### **I have specific dietary needs - should I provide them to OPIS in advance?**

Yes, we are happy to accommodate your dietary needs for conference-related meals. Please email [opisconf@opisnet.com](mailto:opisconf@opisnet.com) with your information and specific needs so that we may communicate directly with the hotel in advance of your arrival.

## **Contact OPIS**

### **North America**

call: +1 888.301.2645  
(toll-free within the U.S.)  
email: [energycs@opisnet.com](mailto:energycs@opisnet.com)

### **International**

call: +1 301.284.2000  
email: [energycs@opisnet.com](mailto:energycs@opisnet.com)

### **Mexico City (Local)**

call: +1 55 3067 0300  
email: [energycs@opisnet.com](mailto:energycs@opisnet.com)

### **I would like to speak at a conference - whom should I contact?**

We continue to offer the industry's best education at our events, and look forward to hearing your ideas. Please email Brit Elizalde-Kern at [belizalde-kern@opisnet.com](mailto:belizalde-kern@opisnet.com) with your contact information and a general outline of your suggested topic.

### **I am interested in sponsoring an OPIS event – whom should I contact?**

Sponsoring an OPIS conference or event is the ideal method to increase your brand awareness, customer base and sales. Sponsorship opportunities are available to fit every level of marketing communications budget - please email David Coates at [dcoates@opisnet.com](mailto:dcoates@opisnet.com) for more details and information.

### **How can I find out about future OPIS events?**

Please contact the OPIS marketing department at [energy-marketing@opisnet.com](mailto:energy-marketing@opisnet.com) and we'll be sure to notify you when new events are announced.

### **How can I provide feedback about an event I've attended?**

We welcome your feedback! Please be sure to fill out the evaluation onsite at the event. If you have additional comments, please email them to [opisconf@opisnet.com](mailto:opisconf@opisnet.com).

### **Is the cost of registration “per person?”**

Yes. The cost of registration equals one pass for one person.

### **Where do I enter a discount code?**

You can enter a discount code at the end of the registration process on the “Submit Payment” page.

### **Are discounts taken off of the price of full-registration or the “early bird” rate?**

All discounts are deducted from the full price of registration. If you need confirmation of what the total discounted price will be to register for an OPIS conference, please email [registrar@opisnet.com](mailto:registrar@opisnet.com).

### **When is payment required?**

Payment is required prior to the start of the conference. Please note that wire transfers and checks can take several days to post.

### **Can I register more than one person with the same email address?**

No. Unfortunately, our event registration software requires unique email addresses for each attendee.

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### **I am registering my supervisor/colleagues - how can I stay updated on conference information?**

When registering, please be sure to click on the button that says, "I am registering on behalf of this person." Alternatively, our customer service representatives would be happy to register you as an "administrator." Email [registrar@opisnet.com](mailto:registrar@opisnet.com) with your request.

### **I would like to let my colleague use my pass for sessions I don't plan on attending – is this okay?**

We kindly request that if you are planning to attend an OPIS event, you purchase one pass per person. We do not allow multiple persons to share a registration under any circumstances.

### **Do I have to bring a confirmation letter to the conference?**

No, that is not necessary. Simply head to the OPIS registration desk and we will verify all of your information onsite.

### **What forms of payment does OPIS accept?**

OPIS accepts payments by check, wire, and all major credit cards.

### **I would like to register. How do I make a payment online?**

Towards the end of the registration process, select either "Credit Card" or "Bill Me" options. The credit card option will prompt you to enter your credit card details and finalize payment. The "Bill Me" option will prompt OPIS to send you an invoice.

### **I am registered for the event, but I need to pay. How do I make a payment online?**

1. Go to [www.opisnet.com](http://www.opisnet.com).
2. Click on the "Events" tab at the top of the page.
3. Select "Register Now" next to the event that you plan to attend.
4. Select "Already Registered?"
5. Follow the prompt requesting your confirmation number and email address.
6. Select "submit payment online" on the registration details page.

### **Does OPIS offer one-day passes or partial registrations?**

Unless otherwise noted, OPIS does not offer one-day passes or partial registrations.

### **I won't be able to attend the conference - how can I cancel my registration?**

We are sorry to hear that. Please be sure to email [registrar@opisnet.com](mailto:registrar@opisnet.com) with your information and we would be happy to cancel your registration. Please be sure to note our cancellation policy, a fee might apply. Registrants who cancel after materials have been distributed by email will not be eligible for any kind of refund or credit, and will be responsible for the full registration fee.

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### **Can I substitute a registrant past the cancellation date?**

Yes, we are happy to accommodate substitutions past the cancellation date.

### **How can I add/substitute an attendee?**

Please email [registrar@opisnet.com](mailto:registrar@opisnet.com) with the full name, job title, email address, and phone number of the substitution. If the company name and address of the substitution are different from the original registrant, please be sure to note those changes in your email.

### **How can I update my title or contact information?**

Please email the updated information to [registrar@opisnet.com](mailto:registrar@opisnet.com).

### **Do I need to call the hotel to cancel my reservation separately?**

Yes. OPIS cannot cancel hotel reservations on your behalf. Please be sure to contact the hotel directly to cancel.

### **Can you adjust my invoice to have all registrants listed on one invoice?**

At this time, we are unable combine invoices for multiple registrants; however, we would be happy to send it in a single PDF file.

### **Can OPIS provide me with an invitation letter for a work VISA?**

At this time, we cannot accommodate this request for our OPIS events.

### **The conference hotel is all booked - what options do I have for lodging?**

We apologize for any inconvenience this may cause. Please note that once the room block is closed, we cannot guarantee availability in the conference hotel. Please email our OPIS event planners at [opisconf@opisnet.com](mailto:opisconf@opisnet.com) and we will make every effort to assist you with your lodging needs.

### **Is the cost of the hotel included in the event cost? Am I able to book a directly room through OPIS?**

No, we kindly request attendees arrange for their own hotel accommodations. Be sure to book before the deadline, or risk losing a spot in the OPIS room block. To ensure you are receiving the block room rate, be sure to use the link or phone number provided in your confirmation email and/or event website.

### **Does OPIS provide a shuttle between my hotel and the meeting location?**

Generally, no. For larger events, OPIS staff will communicate any plans to provide transportation between outside hotels and the convention center. Please our conference planners at [opisconf@opisnet.com](mailto:opisconf@opisnet.com) for more information.

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