



# FREQUENTLY ASKED QUESTIONS

January 27-29, 2022 | Dallas, Texas

**QUESTION: What is your refund/cancellation policy?**

ANSWER: We have a 45-day cancellation policy to receive a full refund of your registration fee. Should you (or UEP) find another firm to register for the event, UEP may extend a partial or full refund of your registration fee.

**QUESTION: What kind of COVID safety protocols will you have in place?**

ANSWER: This is an in-person event in Dallas (Euless), Texas. We will be following state and local mandates, which are subject to change at any point in time. We have limited capacity to this event and will be doing our best to safely space out attendees. All UEP staff are fully vaccinated, but attendees will not be required to show proof of vaccination or negative COVID tests prior to attending the event. Masks will be encouraged, but not required. We will also be providing hand sanitizer, extra masks, and antibacterial wipes.

**QUESTION: Do you have a group discount at the hotel?**

ANSWER: YES! We have arranged a room rate of \$119 per night at Aloft Hotel in Euless, TX. A link to book your hotel room will be sent to you in your registration confirmation e-mail (sent within one business day following your registration).

**QUESTION: When should I plan on arriving?**

ANSWER: On Thursday, January 27, we are hosting a Welcome Reception from 6pm to 8pm, which will include appetizers and drinks. This is a great opportunity to meet UEP staff, as well as your fellow colleagues in attendance. The hotel is located near the DFW Airport, so if you are flying into the Dallas area, arriving sometime around 4pm at the latest would be a great timeframe to ensure enough time to get to the hotel, check-in and get settled into your hotel room before joining us downstairs in the lobby/bar area.

**QUESTION: What time do you recommend leaving?**

ANSWER: On the final day, Saturday, January 29, we intend to go until 5pm. The afternoon includes your individual consultation before the group and an interactive implementation session, which you won't want to miss. If you are flying home, we recommend that you do not book a return flight earlier than 8pm local time.

**QUESTION: What's included with my registration?**

ANSWER: The Welcome Reception (with appetizers and drinks), Breakfast and Lunch on Friday and Saturday, live presentation all day on Friday and Saturday, and a personal, customized consultation held before the group on Saturday afternoon. You are responsible for your travel to/from the event, hotel and lodging, dinners and any incidentals.

**QUESTION: I see that I can add staff or associate attorneys to my registration for just \$495 per person. Any guidance on who is best to attend with me and how late do I have to register any additional members of my firm?**

ANSWER: YES! Those that have brought key staff members from their firm have gotten a lot more from this program, because you get the input and the "buy-in" from the other members in your team and you aren't having to try and explain and decipher your notes and all that you learned when you get back to the office. Typically, most people bring Office Managers, Assistants, Paralegals, Associate Attorneys and Marketing Coordinators. Anyone that may play a role in your firm in terms of setting up of systems, processes, and infrastructure. You can register additional members of your firm as late as January 14, 2022 (subject to availability/capacity).