



# FREQUENTLY ASKED QUESTIONS

August 4-6, 2022 | Los Angeles, CA

**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 Los Angeles, CA. 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 as of now, attendees are not required to show proof of vaccination or negative COVID tests prior to attending the event. Masks are currently required for indoor events (except for eating or drinking). This may be subject to change up until the event and more details will be provided to attendees as we near the event. We will also be providing hand sanitizer, extra masks, and antibacterial wipes.

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

ANSWER: We are currently working on arranging a discounted room rate with the hotel. More details available soon.

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

ANSWER: On Thursday, August 4th, we are hosting a Welcome Reception from 5pm to 7pm, which will include appetizers and drinks. This is a great opportunity to meet UEP staff, as well as your fellow colleagues in attendance. More information about where the event and the Welcome Reception will be held is forthcoming.

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

ANSWER: On the final day, Saturday, August 6th, 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 July 25th, 2022 (subject to availability/capacity).