

# Frequently Asked Questions

## Conference

### ***What is the Imagine eCommerce Conference?***

Imagine is the premiere global eCommerce Conference. Hosted by Magento, 2012 marks the second year for this worldwide conference and is for the merchants, partners, developers and Magento enthusiasts from around the world to come together. The three day conference is an engaging and exciting environment for collaboration, learning, networking, inspiration...and of course – Imagination!

### ***How can I get information about Imagine?***

Please visit [www.imagineecommerce.com](http://www.imagineecommerce.com) and <http://twitter.com/magentoimagine> for updates and more information about the 2012 Imagine eCommerce Conference.

### ***When is the conference?***

The Imagine eCommerce Conference will take place April 23rd to 25th, 2012.

### ***Where is the conference?***

The Imagine eCommerce Conference will be held at The M Resort, Spa and Casino in Las Vegas, Nevada.

The M Resort Spa & Casino Las Vegas  
12300 Las Vegas Blvd.  
Las Vegas, Nevada 89044  
702.797.1000  
[www.themresort.com](http://www.themresort.com)

### ***What is the cost to attend?***

Conference registration rates and dates are below.

<b>January 18 – February 3*</b>	<b>Early Bird Rate</b>	<b>\$795</b>
<b>February 4** – February 24</b>	<b>Advance Rate</b>	<b>\$995</b>
<b>February 25 – April 6</b>	<b>Standard Rate</b>	<b>\$1,195</b>
<b>After April 7</b>	<b>Last Minute (+\$200 Late Fee)</b>	<b>\$1,395</b>

\*Limited tickets available and could sell out before February 3

\*\*Or as soon as Early Bird sells out

### ***What on-site meals will be available?***

The following meals will be served throughout the conference.

**April 23:** Cocktails and dinner style appetizers at the Opening Night Reception

**April 24:** Continental Breakfast, Lunch, breaks throughout the day, cocktails and dinner style appetizers at the Evening Reception

**April 25:** Continental Breakfast, Lunch and breaks throughout the day

### ***Whom should I contact if I have special dietary needs or allergies?***

Please list any special dietary needs or allergies in the Special Requests section while registering for the conference at [registration.imagineecommerce.com](http://registration.imagineecommerce.com) or by emailing [events@magento.com](mailto:events@magento.com).

### ***What is the dress code/attire for the conference?***

Business casual is recommended during the conference but this is Vegas baby so feel free to dress up for evening events! Also, many meals and evening events will be held outside, so remember to pack a sweater or jacket.

### ***Can I bring guests to the evening receptions?***

If you would like to request permission to bring a guest, please email [events@magento.com](mailto:events@magento.com).

### ***What is the photography policy at the conference?***

By all means, you are free to take photos for your personal use. Since the event will be recorded, your attendance also indicates your consent to being videotaped and photographed for any purpose, either commercial or non-commercial, and without compensation now or in the future.

### ***Is the conference center compliant with ADA accessibility guidelines?***

The M Resort is compliant with ADA accessibility guidelines. The Hampton Inn and South Point Hotel are ADA compliant, as well.

## **Registration**

### ***When does registration open?***

Registration opens on January 18, 2012.

### ***How do I register?***

You can register at [registration.imagineecommerce.com](http://registration.imagineecommerce.com), or by clicking the register button on the top of [www.imagineecommerce.com](http://www.imagineecommerce.com)

### ***I started my registration and didn't finish. How can I complete my registration?***

When you begin registration, you will be required to create a log-in name and password. If you leave before completing registration, you will be able to log into the [registration site](#) at a later time to complete or change your registration information.

### ***What do I get with my registration?***

With your registration, you will gain access to all keynote presentations, breakout sessions, conference materials, meals and evening events.

### ***What kind of registration confirmation will I receive and when?***

Upon submitting your registration form, you will be directed to a confirmation page with your personal information and event details, and you will then receive an immediate email confirmation.

### ***What is the cancellation policy?***

If you are unable to attend, cancellations must be received by Monday, April 2, 2012 by 5:00 PST. To cancel your registration you can log-back on to the [conference registration](#) or send an email to the Conference Team at [events@magento.com](mailto:events@magento.com) and you will receive confirmation of your cancellation. Magento will refund the full ticket price paid less a \$100.00 handling fee. No refunds will be made for cancellation requests received after April 2, 2012, however name changes will be permitted until April 13, 2012. If you are registering after the final cancellation date, this policy still applies.

### ***Are attendee substitutions permitted?***

Yes, in the event that you are not able to attend, attendee substitutions are permitted. You will be able to change the name on the registration until April 13, 2012. To change the name of your registration you can log-back into the [conference registration](#).

### ***If I cancel my registration, can I transfer my hotel registration to another attendee?***

Yes, at the time you transfer your registration to another attendee, you also have the option to transfer your hotel reservation.

## **Travel and Hotel**

### ***Where can I find out more about Las Vegas?***

For information on things to do during your stay in Las Vegas, please visit our [Location](#) page or the Las Vegas Convention and Visitors Authority website, [www.visitlasvegas.com](http://www.visitlasvegas.com).

### ***What is the weather like in Las Vegas in April?***

Las Vegas in April is the perfect weather. It is usually around 75 F during the day, and 60 F in the evening. Be sure to check the up-to-date weather on our Location page. Many meals and evening events will be held outside, so remember to pack a sweater or jacket.

### ***What is the closest airport to Las Vegas?***

[McCarran International Airport](#) is the only airport servicing Las Vegas. It is only about a 10 minute cab or shuttle ride to the M Resort, Hampton Inn, or South Point Hotel.

### ***Where can I stay while I attend the conference? Are there any discounted rates at nearby hotels with special conference rates?***

The [M Resort Spa and Casino](#) is the Premiere Event Venue for Imagine 2012. We have secured this entire Off-the-Strip Resort in order to gather our community for an intimate and energetic experience. While we have **limited rooms available at the M Resort**, we are able to offer you rooms at the two closest hotels, [Hampton Inn & Suites](#) and [South Point Hotel & Casino](#) and we will be providing transportation between all three hotels.

### ***IMPORTANT! M Resort rooms can ONLY be booked through the Imagine conference registration.***

Magento has blocked all M Resort rooms over Imagine key dates for this exciting event! You can also book our special rates for the nearby Hampton Inn and South Point through registration.

Imagine attendees get the best rates available at the M Resort, Hampton Inn & Suites and South Point Hotel. Booking your room through Imagine Registration offers several advantages:

- Guaranteed lowest rates at the official hotels during the conference (rates start as low as \$75)
- Airport Shuttles and Transportation to and from the M Resort
- Complimentary self and valet parking
- Complimentary Internet access
- Maximize networking time and much more!

[Reserve your room](#) at the same time you register for the Imagine eCommerce Conference to ensure you receive the special conference rate at the hotel of your choice.

For more details on each of the hotels, visit our [Travel](#) page.

### ***Through what date can I book a hotel room with a guaranteed discounted rate?***

All hotel rooms and rates are based on availability, so we encourage you to book as soon as possible through the [conference registration](#).

Discounted rates are only available at The M Resort and South Point Hotel until 5:00 PM PST on March 23, and at Hampton Inn until 5:00 PM PST on April 6, all based on availability.

### ***Can I book my hotel before registering for the conference?***

Unfortunately, no. To book at these hotels and take advantage of our discounted room rates, you must already be registered for the conference.

### ***Can I contact the hotel directly to make a hotel reservation at Imagine's discounted rates or to change my existing reservation?***

Unfortunately, no. All reservation requests and changes must go through our [conference registration](#) and Housing Team via email at [magentohotelsupport@ustechs.com](mailto:magentohotelsupport@ustechs.com).

The only exception is, any changes/cancellations to your hotel reservation made seventy two (72) hours or less prior to hotel check-in (3:00pm Pacific Daylight Time) must be made by contacting the hotel directly.

### ***Will there be free Wi-Fi available in the meeting rooms and at the event hotels?***

Yes, complimentary Wi-Fi will be available throughout the meeting rooms, as well as in the guest rooms of all hotels.

### ***Will there be ground transportation provided?***

For transportation between the airport and your hotel, please see our [Travel](#) page for specific Airport Shuttle Service info for each hotel.

If you are not staying at the M Resort, we will be providing transportation to and from the M Resort if you are staying at the Hampton Inn & Suites or South Point Hotel. Stay tuned to our [Travel](#) page for more information and shuttle times.

### ***How do I request a visa invitation?***

Please contact [events@magento.com](mailto:events@magento.com) if you require a visa invitation. In your email, please state your full name as it is listed on your passport, your country of residence, and your dates of travel. We will contact you with any questions and if we need more information.