

CXS FAQs

Q: How much does it cost to attend the Summit?

A: The Summit is offered at no charge to attendees; however, attendees are responsible for hotel, hotel parking and all transportation to/from the Summit (air, rail, ground transportation, etc.).

Q: Is there a deadline to register for the Summit?

A: The deadline to register is Monday, January 27, 2020 but make sure to register ASAP as space is limited and reservations for attendance will be on a first come, first served basis. You will receive a confirmation email after you register with a reminder to book your hotel room. If you register after capacity is met, you will receive an email letting you know that you are on the wait list for the event. We will notify you if space becomes available.

Q: Is there a deadline to reserve a room at the hotel?

A: The deadline to receive the discounted Nuance rate is January 20, 2020 or until the room block fills up. Be sure to book early to receive the discounted room rate. The hotel will continue to accept reservations after this date on a space available and room type basis at the current rack rates. Attendees are responsible for hotel, hotel parking and all transportation to/from the Summit (air, rail, ground transportation, etc.).

Q: What is the CXS discounted room rate?

A: The room rate is \$209 + taxes & fees. Summit attendees are responsible for making their own hotel reservation.

Q: How do I make my hotel reservations?

A: Information for the hotel reservation group will be provided via the automatic confirmation email sent immediately after Summit registration is complete. If you do not receive the confirmation email, please check your spam folders or contact [Alix Bell](#) for assistance. Attendees are responsible for hotel, parking and travel fees.

Q: When is check-in and check-out?

A: 4:00 pm check-in and 11:00 am check-out.

Q: Can I update my registration?

A: If you need to make any updates to your Customer eXperience Summit event registration, please contact [Alix Bell](#). If you need to make any updates to your hotel reservation, please contact the hotel directly.

Please submit any additional questions to [Alix Bell](#).