

# Questions and answers

## Find answers to questions about the AU Las Vegas 2017 Pass sale on the Autodesk Store.

### 1. Program Summary

#### 1.1 What is included in the AU Las Vegas 2017 Pass?

The AU Las Vegas Pass is valid for 1 admission to AU Las Vegas 2017. It includes classes and events, meals, access to the Exhibit Hall and evening networking socials, and a special gift. Hotel accommodation and travel to and from Las Vegas are not included.

#### 1.2 What are the advantages of purchasing an AU Las Vegas 2017 Pass on the Autodesk Store?

You can purchase multiple AU Las Vegas 2017 Passes for your team now and assign them their unique registration code prior to registration opening. When registration opens on the AU website August 9, 2017, you will only be able to buy 1 pass at a time. You can still purchase in bulk on the Autodesk Store after registration opens. Please note that if you purchase passes after August 9, 2017 on the store, your registration codes could take up to 24 business hours to be delivered by email.

#### 1.3 What is the maximum number of AU Las Vegas 2017 Passes that I can purchase?

There is no limit. Educator or student passes are not available on the Autodesk Store but will be available on the [AU website](#) beginning August 9, 2017, when AU registration opens.

#### 1.4 Do I need to know the names of the people who will attend AU at the time I purchase AU Las Vegas 2017 Passes on the Autodesk Store?

No. You can wait until registration to choose attendees. Please note that the registration codes will be sent to the email address of only the individual who purchases the pass(es). This person will need to distribute the passes directly to the correct attendees. The opening day of registration is August 9, 2017.

### 2. Registration

#### 2.1 When does registration open for AU Las Vegas 2017?

Registration for AU Las Vegas 2017 opens August 9, 2017.

#### 2.2 Do I need to register for AU if I have already purchased an AU Las Vegas 2017 Pass on the Autodesk Store?

Yes, you will need to register to secure your spot in classes, sessions and various events. To register for AU, visit the [registration site](#) and sign up beginning August 9, 2017. Purchasing the AU Las Vegas 2017 Pass alone does not register you for the conference.

#### 2.3 Can I register multiple people myself?

No. Each attendee must register themselves. To register, [sign in](#) with your Autodesk ID or create an Autodesk account and enter your unique registration code.

### 3. Registration Codes

#### 3.1 How do I get a registration code for AU Las Vegas 2017 after purchasing a Pass on the Autodesk Store?

If Passes are purchased prior to August 9, 2017, the registration codes will be sent via email 2 weeks prior to August 9. If Passes are purchased after August 9, registration codes will be sent via email within 24 hours of purchase during the business day.

#### 3.2 How do I use my AU Las Vegas 2017 Pass registration code?

Beginning August 9, 2017, you can visit the [AU registration site](#). You'll be prompted to enter your code after completing your profile information.

#### 3.3 Can I track who has used the Passes I have distributed?

Yes. You may contact the [AU Registration team](#) to check how many of the registration codes purchased have been used and by whom.

### 4. Cancellation Policy

#### 4.1 What is your cancellation policy?

Autodesk Store cancellation policy applies to AU Las Vegas 2017 Passes purchased on the Autodesk Store until October 20,2017. After this date, all purchased codes are non-refundable. Read the [cancellation policy](#) for more information on the cancellation terms.