

FAQ - Frequently Asked Questions

Before the Convention | Before Traveling

Registration & Dates

1. Do I need to register in advance for the event?
Yes. You must complete the registration using the form that will be shared via email, along with the corresponding instructions. You can find it at the event page.

2. What are the official arrival and departure dates?
Participants are advised to book their flights based on total travel time. For flights with a duration of less than 5 hours, arrival in Cancún should be scheduled for Tuesday. For flights exceeding 5 hours, a nighttime flight is recommended in order to arrive in Cancún on Tuesday morning. This ensures timely hotel check-in within the official window (12:00 pm to 4:00 pm), considering immigration, baggage claim, and ground transportation.

For participants traveling from Chile, Peru, Argentina and Brazil, overnight flights are strongly recommended, as they allow for a more efficient arrival schedule and help ensure arrival within the recommended time window.

Agenda & Schedule

3. What is the general schedule for the sessions?
Sessions will take place during extended business hours. A detailed agenda, including specific times, will be shared with all participants prior to the event.

4. Will there be a pre-event agenda to review before traveling?
Yes. The official agenda and any relevant pre-reading materials will be shared in the days leading up to the event.

Travel & Expenses

5. What is included in this event?
The Sales Meeting includes:

1. Hotel accommodation
2. Meals during the event
3. Round-trip transportation between the airport and the hotel

Airfare is not included and must be arranged individually with the Chrome River pre-travel approval. If you don't have chrome river user or corporate credit card, talk with your Manager for arrange your travel.

6. How can I purchase my flight ticket?
Flights must be booked through the Frosch travel tool or via the country-specific contacts:

- Colombia: vertivcolombia@frosch.com
- Peru: vertivperu@frosch.com
- Chile: vertivchile@frosch.com
- Mexico: vertivmx@frosch.com
- Global: globaltravelmgmt@vertiv.com

7. The Frosch tool is not working or I don't have access. What should I do?
Access requests must be submitted through ServiceNow.

8. I don't have a corporate card. How can I arrange my flight?
First, consult your manager regarding the use of their corporate card.
Alternatively, you may use a personal card and request reimbursement via Chrome River, in accordance with the travel policy.

9. Who is responsible for covering the airfare cost? Which cost center applies?
Each department is responsible for the airfare cost, subject to prior approval from the participant's direct manager.

10. Where and when is the convention check-in?
Check-in will take place at the hotel between 12:00 PM and 19:00 PM.

11. What time should I book my outbound flight?
Participants are advised to book their flights based on total travel time. For flights with a duration of less than 5 hours, arrival in Cancún should be scheduled for Tuesday. For flights exceeding 5 hours, a nighttime flight is recommended in order to arrive in Cancún on Tuesday morning. This ensures timely hotel check-in within the official window (12:00 pm to 19:00 pm), considering immigration, baggage claim, and ground transportation.

For participants traveling from Chile, Peru, Argentina and Brazil, overnight flights are strongly recommended, as they allow for a more efficient arrival schedule and help ensure arrival within the recommended time window.

12. What time should I book my return flight?
The event will finish at12:00, participants are advised to book return flights after end date.

13. Which airport should be my destination?
All participants must arrive at Cancún International Airport (CUN).

Transfers & Accommodation

14. How is transportation between the airport and the hotel managed?
Participants will receive a form via email to provide arrival and departure details. Transportation will be organized in groups based on reported schedules.

15. Will I share a room?
Yes. Room assignments will be shared, pairing participants with a colleague of the same gender, based on the submitted form information.

16. What services are included at the hotel?
All services related to the event are included. A code of conduct applicable to the event will be shared prior to arrival.

17. Who should I contact if I experience an issue with my accommodation?
On-site logistics contacts will be provided before the event.

18. Are taxis from home to the airport included?
No. These expenses must be managed individually. They may be charged to a corporate card or reimbursed in accordance with internal travel and expense policies.

19. Which hotel will I be staying at?
We will be staying at AVA Resort Cancún.

20. Is the hotel already booked?
Yes. The hotel reservation is handled centrally.

On-Site Logistics

21. What documents do I need for registration?
A valid government-issued ID is required. We strongly recommend passport, because non Mexican nationals are require enter with passport.

22. What happens if I arrive late?
We will be tracking flight information, if your flight is delayed, the arrangements will be made. Please notify the logistics contact as soon as possible.

23. What is the recommended dress code?

- Daily sessions: Business casual, prioritizing comfort
- Special events: Appropriate attire for the gala dinner

24. Should I bring my laptop?
Participants should confirm this requirement directly with their manager.

During the Convention | During the Event

25. Will there be a logistics point of contact during the convention?
Yes. A dedicated logistics contact will be available on-site throughout the event. That ill be stablish a formal communications channel.

26. Where can I check the agenda updated in real time?
The agenda will be updated daily and shared through the official event communication channels.

27. How will agenda changes or urgent announcements be communicated?
Any changes or urgent updates will be communicated promptly via the official event channels.

4. Are all sessions mandatory, or are there optional blocks?
Attendance requirements will be clearly indicated in the agenda and all the activities are mandatory.

28. What should I do in case of an emergency?
Contact your manager and designated logistics contact on-site.

29. Who should I contact if I have a logistical issue on site?
Please contact the designated logistics point of contact available during the event.

30. What happens if I arrive late to a session?
Participants are encouraged to arrive on time. If delayed, please inform your manager and enter quietly and follow any guidance from event staff.

31. Are meals included during the event?
Yes. Meals, including breakfast, lunch, and dinner, will be scheduled as part of the official event agenda and are included.

32. Will there be options for dietary restrictions?
Yes, please advise in the registration forms.

33. What should I do if I have a dietary restriction that was not reported previously?
Please inform the logistics team on site as soon as possible and we will try accommodate your needs.

After the Convention | Post-Event

34. What should I do if I forget a personal item at the hotel?
Participants should contact the hotel directly to inquire about lost items.

35. Will event materials be shared after the convention?
Yes. Event materials will be adapted to share after the event.