

# FAQ SHEET

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## FOR ATTENDEES

### **Why should I attend CloudUP?**

CareCloud is hosting a summit exclusively for our clients to help them take full advantage of their technology investment. Our platform was built as a growth engine for practices. We don't want our clients to leave money on the table simply because they aren't aware of what their technology can do for them or know about market opportunities that could open new doors to growth.

### **Who should attend this event?**

All CareCloud users are encouraged to attend this event. There will be three different tracks, each pertaining to a different user (Administrator, Executive, Physician, Front Desk).

### **Will my Client Manager be there?**

Yes, all client managers with attending clients will be attending the summit.

### **How much is a ticket to attend CloudUP?**

Early bird is \$599 available until June 30th. Regular tickets start on July 1st at \$699.

### **Is there a discount for groups?**

Upon request, Groups of 6+ can receive up to a 10% discount, and groups of 20+ can receive up to 15% discount.

### **What are "Champions" and how can I become one?**

"Champions" is CareCloud's referral program. Please visit the Champions Lounge at CloudUP to see if you qualify.

### **What venue is CloudUP hosted at? Where is the venue located and how do I get there?**

The summit will take place at the Hilton Downtown Miami. Best transportation is Taxi or Uber. No shuttle is provided.

### **Is there Parking at the venue?**

There is self and valet. Self parking is \$25.00 overnight with no in and out. Valet is \$28.00 overnight with in and out.

### **How do I book my hotel room?**

We have a special discounted rate for your room. Please book your hotel [here](#). If you have any issue with booking please contact [cloudup@carecloud.com](mailto:cloudup@carecloud.com).

### **Are meals included?**

Yes. Breakfast and Lunch are provided on Day 1 and Day 2. Only breakfast will be provided on Day 3, summit ends at 1 PM on Day 3.

### **Will there be a vegetarian meal option?**

Yes, each meal will include a vegetarian option.

### **What should I pack?**

This event will be business professional. We will be indoors with A/C so we recommend packing a light jacket. The average Miami temperature in September is high: 89 / low: 76 which is a great time for some lightweight clothing, and, since our tropical weather might give us some refreshing light showers, you might want to pack an umbrella. If you plan on staying longer to enjoy our beautiful beaches, don't forget your sunscreen, bathing suit, towel, and hat. We're also famous for our nightlife and dining experience, so don't forget to pack some semi-formal wear which you can also use at our CloudBash party on Saturday night. Downtown and Miami Beach are great for strolls, so make sure to bring comfortable shoes. Don't forget your chargers!

**Are spouses/guests welcome?**

All spouses and guests are welcome but are required to purchase a ticket to attend summit tracks and sessions.

**What about bringing other physicians or their staff who are not CareCloud Users?**

Anyone is welcome to attend CareCloud's user summit with a valid ticket purchase.

**What is the "CloudBar"?**

CloudBar is CareCloud's support center at CloudUp'18 where clients can schedule one-to-one 45 minute meetings with our support team for any questions or concerns. You can schedule your meeting now at <https://calendly.com/cloudbar2018>

**Do I receive CEU or CME credits?**

CEU will be offered to practice administrators with PAHCOM at all 22 operational tracks during CloudUP. Credit codes will be provided after every session.

**If I want to stay longer in Miami, can I receive the same special hotel rate?**

Yes, rate is available 3 days pre and post summit however it is subject to availability. We highly recommend it! Miami has everything short of cold weather and the venue is centrally located in Downtown, Miami.

**Hotel cancellation policy?**

72 hours prior to cancel to avoid one night charge for individual travel.

**Will I have internet access?**

All guest rooms will have complimentary Wi-Fi. There is also Wi-Fi in common areas such as the lobby.