

# SYNERGY 2019

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Thank you for joining us for Synergy 2019! We are very excited about this year's conference and can't wait to share some stellar DataFlex knowledge with you while making some fun memories under the sun.

Please carefully review all the information below. There is a lot to know about the coming week, and we'd like everyone to be well informed. You may want to download this document and save it to your mobile device or computer for reference.

## SYNERGY 2019 – APPLICATION

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The following information, as well as the full agenda, can be found on [the Synergy 2019 app](#). Please save it to your device's home screen for easy access.

## PRE-CONFERENCE HOTEL INFORMATION & SHUTTLE TO PORT

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If you are staying at the group's hotel prior to the cruise...

**Hotel:** Courtyard Miami Airport, 1201 NW Le Jeune Road, Miami, FL 33126

**Shuttle to hotel from MIA:** If you are flying into Miami International Airport (MIA) the hotel provides a complimentary shuttle that runs every 15 minutes from 4:50am to 12:50am. It is a black and red shuttle with the hotel's name on it, and it picks up on level 2, the departures level, of the airport. Wave the driver down, and they will stop.

**Parking:** If you are driving to the hotel, a discount group rate of \$10/day has been arranged. If you want to leave your car there while on the cruise you need to ask the valet for a long-term parking sticker for the park-and-fly option.

**Shuttle to port:** If you are taking training or have just opted to stay at the group hotel, transportation to the port is included with your stay. We will be boarding two buses at 10:00am outside of the hotel. This should have us arriving to the Port of Miami between 11:00am and 11:30am. Please be outside with your luggage by 9:50am. The buses pick up across from the hotel.

Our arrival time to the port may not match what you entered during online check-in, but the cruise line is aware of our group's arrival by bus. There should not be an issue if we arrive earlier than the time you selected. Boarding at the port begins at 11:30am.

**Registration:** A registration desk will be open from 7:30am to 2:00pm on March 16<sup>th</sup> and 17<sup>th</sup> outside the Ballpark Ballroom on the first floor of the hotel. There will also be an opportunity to register outside the meeting room on Deck 2 prior to the start of the conference.

## TRAINING INFORMATION, MARCH 16 & 17

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If you have registered for training courses, please review the Synergy 2019 Training Information document. It includes all course and meal times and locations, course requirements, and more. You may want to download the training document too and save it to your mobile device or computer for reference.

## DINING ABOARD THE MARINER OF THE SEAS

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Our group meal time is 8:30pm on Deck 5. Our group will have a cluster of tables together for our seating, and you will be free to sit anywhere among them; just look for the "Synergy 2019" table flags. You are, of course, free to dine at any of the ship's dining locations. It is not mandatory that you eat with the group in the main dining room. [View Mariner of the Seas dining options.](#)

Attire for meals in the main dining room is generally casual, but Tuesday, March 19<sup>th</sup> is the ship's formal night. "Formal" in the Caribbean means a blazer jacket and dress pants for men and a dress or pants suit for ladies. More formal is OK but not required.

## DRINK PACKAGES

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You will be given a [Sea Pass Card](#) upon check-in will have a sticker applied that will indicate which beverage package you have. The beverage packages will also be honored on Cococay.

**All attendees have the Royal Refreshment Beverage Package, which includes:** premium coffee, premium tea, bottles water sparkling (375ml) or still (500ml), fresh squeezed orange juice, non-alcoholic cocktails and fountain soda. The package does not include in-stateroom purchased, mini bar items, Evian water, canned sodas, bottled juices or souvenir glassware.

**If you opted to upgrade to the Deluxe Beverage Package, the following is included:** any individual beverage item up to \$12 retail value: fountain Soda Beverages, Coca Cola Souvenir Cup, Cocktails, Spirits, Liqueurs, Wine, Beer, Bottled Water (flat & sparkling), Fresh Squeezed Juices, Mocktails, Frozen Drinks, Red Bull, Premium Coffee and Tea. Deluxe Beverage Package does not include: vending machine items, food retail items, beverages above \$12 (retail value), cigarettes/cigars, souvenir items, mini bar items, or room service. Bottles of wine: 40% discount is offered on bottles of wine purchased in bars or dining room below \$100 retail. Bottles of wine above \$100 retail price will have a 20% discount applied.

## CONFERENCE KICKOFF, MARCH 18, 5:00PM

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The conference will officially kickoff at 5:00pm on Monday, March 18<sup>th</sup>! The meeting room is on Deck Two of the ship and is in the Caribbean+Europe meeting room. Please note that there is a mandatory gathering for the ship's muster (safety briefing) at 4:00pm. Your muster location is dependent on your stateroom's location and will be assigned by the cruise line.

## WELCOME RECEPTION, MARCH 18, 6:30PM

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The Welcome Reception will be from 6:30pm to 8:20pm in Ellington's Night Club at the rear of Deck 14. Please note that only the elevators on the port (left) side of the ship go to Deck 14. The reception is included for conference attendees and those with Partner Packages. Open bar, lots of snacks, and Caribbean tunes are to be enjoyed!

## CONFERENCE, MARCH 19, 9:00AM

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Tuesday is a half conference day from 9:00am to 1:30pm in the conference room on Deck Two. We will break in time to have lunch before meeting for the excursion at 3:00PM.

## GLASS BOTTOM BOAT EXCURSION, MARCH 19, 3:00PM

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A group glass bottom boat excursion has been arranged for all conference attendees and those with Partner Packages. An exact meeting location for the group will be announced during Synergy 2019 conference sessions.

## COCOCAY, TIKI MEETUP, MARCH 20, 2:00PM

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A unique grouping of casual sessions are being hosted on CocoCay from 2:00pm to 5:00pm. The "Talk With the Experts" interactive sessions are a rare opportunity to have some one-on-one Q&A time with members of our development team. See the Synergy App for session details. This gathering is optional - enjoy your time on the island however you wish!

## CONFERENCE, MARCH 21, 9:00AM

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A full day of conference sessions, but at least you're still on a cruise ship! Sessions start at 9:00am sharp in the conference room on Deck Two.

## DINNER, MARCH 21, 8:30PM

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It's still your option to choose a dining location on Thursday but to wrap up what we hope will have been a great conference and cruise, we would like to have as many of the Synergy 2019 attendees, Data Access Worldwide staff team partners come together in the main dining room for the final meal of the event. Hopefully that will just be the beginning of a great evening!