

FORWARD DIGITAL SUMMIT >>

FREQUENTLY ASKED QUESTIONS

FAQ

>> IS FORWARD CANCELED?

- No, FORWARD is not canceled. In light of the recent coronavirus outbreak and to align with CDC, WHO, and other relevant entities regarding COVID-19, Rubrik has decided to change the format of the event to an online event, FORWARD Digital Summit.

>> WHEN WILL FORWARD DIGITAL SUMMIT TAKE PLACE?

- FORWARD Digital Summit will take place on May 11th, 2020.

>> WHAT IS THE COST TO JOIN FORWARD DIGITAL SUMMIT?

- FORWARD Digital Summit is a free event. For those who have already registered for FORWARD, registration fees will be refunded and registrations will be transferred to our digital event. If you have yet to register, please register on the FORWARD Digital Summit website.

>> WILL I BE REIMBURSED FOR THE FORWARD CONFERENCE PASS THAT I'VE ALREADY PURCHASED?

- Rubrik is refunding all FORWARD conference tickets. You will receive a refund confirmation email from forward@rubrik.com shortly. Attendees who registered for FORWARD will automatically be registered for FORWARD Digital Summit at no charge.

>> SINCE FORWARD IS BEING OFFERED DIGITALLY, CAN ADDITIONAL PEOPLE FROM MY COMPANY ATTEND?

- We would love to have additional people attend from your organization. Please direct anyone who has not yet registered to register for FORWARD Digital Summit on the event website.

>> WILL RUBRIK REIMBURSE ME FOR MY AIRFARE TO FORWARD?

- While Rubrik is refunding all FORWARD conference tickets and handling the cancellation of hotel accommodations, Rubrik is not able to cover the cost of airfare. Please note you will need to cancel airfare and you will be responsible for any associated fees. Check with your airlines as many are offering free cancellations due to the spread of COVID-19.

>> I PURCHASED A PASS FROM A RUBRIK RESELLER. WHAT IS THE PROCESS TO RECEIVE A REFUND?

- The reseller from whom you purchased the ticket(s) will issue you the registration pass reimbursement and will reach out with additional information. Please contact the reseller from whom you bought your ticket for additional information.

>> I BOOKED A HOTEL THROUGH THE FORWARD WEBSITE. HOW DO I RECEIVE A REFUND?

- Rubrik is automatically releasing all hotels booked through the conference website. You will receive a hotel reservation cancellation email from forward@rubrik.com shortly.

FAQ CONTINUED

» I BOOKED A HOTEL THROUGH THE FORWARD CONFERENCE WEBSITE. CAN I STILL KEEP THE HOTEL?

- No, Rubrik is releasing all hotels booked through the FORWARD room block. You will receive a hotel reservation cancellation email from forward@rubrik.com shortly.

» I BOOKED A HOTEL IN CHICAGO ON MY OWN (NOT THROUGH THE FORWARD WEBSITE). WILL I RECEIVE A REFUND?

- We recommend reaching out to the hotel directly to cancel your reservation. Since Rubrik did not book your hotel, we cannot help you cancel it and we are not responsible for any associated fees.

» IF I CANNOT CANCEL MY FLIGHT TO CHICAGO, WHAT ACTIVITIES DO YOU HAVE TO OFFER?

- All content and programming for FORWARD Digital Summit will be available online. To remain in alignment with the CDC, WHO, and other relevant entities regarding the coronavirus (COVID-19), FORWARD will no longer be hosting in-person group activities tied to the event.

» I'M BASED IN CHICAGO. ARE THERE ANY IN-PERSON ACTIVITIES I CAN PARTICIPATE IN?

- All content and programming for FORWARD Digital Summit will be available online. To remain in alignment with the CDC, WHO, and other relevant entities regarding the coronavirus (COVID-19), FORWARD will no longer be hosting in-person group activities tied to the event.

» NETWORKING IS A MAJOR BENEFIT OF ATTENDING A CONFERENCE. HOW ARE YOU GOING TO OFFER THAT BENEFIT DIGITALLY?

- We will continue to share details over the coming weeks as to how you can interact and engage with top Rubrik executives, customers, partners, and industry thought leaders.