



Wingman2020 FAQs

Why is Pax8 moving Wingman2020 to a virtual event?

At Pax8, we have been closely monitoring the situation surrounding the outbreak of COVID-19 (coronavirus). The health and well-being of our employees, attendees, exhibitors, and sponsors remains our top priority. After careful consideration and out of an abundance of caution, Pax8 has made the decision to host Wingman2020 virtually.

If I have already registered for Wingman2020, how do I receive a refund?

If you have already completed your registration, you will automatically receive a credit for the full amount paid in the next 10-14 business days based on the original payment method used to register.

If I am an exhibitor for Wingman2020, what are next steps?

As an exhibitor, your Vendor Success Manager will be in contact with you about how to cancel your sponsorship or transfer it to the virtual event.

What is the date for the virtual Wingman2020 event?

We will be announcing the new dates for the Wingman2020 virtual event in the coming weeks.

If I have already booked my flight, is it possible to get a refund?

Due to COVID-19 (coronavirus), many airlines are waiving change and cancellation fees with some offering full refunds. Please check with your airline(s) for their specific policies. You can share our press release or email message to confirm the event cancellation.

Will I get a refund on my hotel room?

Refunds will be offered on hotel rooms. You have two options: The first is to call the hotel reservations desk directly to get a refund your room. Alternatively, you can simply wait for the hotel to automatically release the reservations once the official postponement of the event is processed. At that time the hotel will release all rooms and will issues refunds. To reach Gaylord Hotel Reservations, please call 1-877-382-7299.



Will the change in event format affect other Pax8 events, like Mission Briefings and Bootcamps?

The safety of our employees and partner community is a top priority. While reviewing other company events, we have decided to postpone Bootcamps and Mission Briefings until further notice. However, we will continue to monitor the situation and let you know if we plan to move these events to virtual opportunities as well.

Is there still an opportunity to earn Microsoft certifications?

Great news. There will still be an opportunity to earn Microsoft certifications through Pax8. We will be announcing more details about this program in the coming weeks.

If there are any other questions and concerns following this announcement, please email us at wingman2020@pax8.com.