



## Frequently Asked Questions

### **I'm not sure what category to enter, what do I do?**

If you're unsure which category to enter, send an email to Kait at [kshea@eventmarketer.com](mailto:kshea@eventmarketer.com) with a brief description of your program and she can guide you to the best category.

### **Can I include private client information in the entry?**

If there is any confidential information that can not be made public, please do not include it in the submission.

### **Who gets the trophy if two agencies submit the same campaign?**

If a campaign wins a category, and was submitted separately by multiple partners, we will issue one trophy with ALL partners on it. You may order additional, custom trophies, separately (details below). We will list all partners involved in the winning credits.

### **What is the awards entry refund policy?**

There are no refunds once your entry has been submitted, so please be sure to check your entry completely before submitting.

### **How do I purchase tickets or a table to the Ex Awards Gala?**

Tickets for the gala may be purchased on their own or as an add-on to your Experiential Marketing Summit registration. Start by heading to this link.

Choose "Attendee Registration," complete your contact information and demographic questions and then either choose an EMS registration type and then choose an Ex Award option to add-on on the following screens, OR you can choose one of the individual Ex Awards options on the bottom of the pass type page.

Please designate one person to pick up your tickets. If that person will not be the person purchasing the table, please reach out to Lynne at [lschreur@accessintel.com](mailto:lschreur@accessintel.com).

If you purchase a table, please email a high res file of your company logo to Julia at [jkim@accessintel.com](mailto:jkim@accessintel.com).

**What is included in my Ex Awards ticket?**

General admission to the gala including cocktail hour plus a sit-down dinner and the awards presentation.

**Where in MGM is the event taking place?**

The gala will take place on Monday, May 18, 2026 in the Premier Ballroom in the MGM Grand Conference Center.

**When can I pick up my ticket?**

Your tickets will be available for pickup beginning at 8:00 a.m. on Monday, May 18 at the EMS Registration Desk located outside of the Grand Ballroom in the MGM Grand Conference Center. We would appreciate it if you could pick up your ticket by 3:00 p.m. If that is not possible, you can then pick up your ticket beginning at 6:00 p.m. at the event. Please bring a photo ID for pickup. If you have purchased a table of 10, please designate one person to pick up your tickets. If that person will not be the person ordering the tickets, please reach out to Lynne at [lschreur@accessintel.com](mailto:lschreur@accessintel.com).

**Is the gala general admission or assigned seating?**

Only those who purchased a table of 10 have reserved seating. If you purchased individual tickets as a group but not a table, you will need to find your group and sit together. Non-reserved tables are all self-seating, first come, first served.

**If I am a finalist do I need to purchase a ticket? Is there a discount for finalists?**

Yes, finalists need to purchase a ticket to attend the awards. There is no discount for finalists.

**How do I receive my trophy if I am announced as an Ex Winner but cannot attend the gala?**

If you do not attend the gala, it will be shipped to you at the address you provided during the entry process.

**Can I purchase additional trophies?**

Yes, winners will be provided a link with instructions on how to purchase additional trophies. All additional trophies must be purchased within 60 days of the event.

**What is the event ticket refund policy?**

CANCELLATION/REFUND POLICY: Cancellations must be made in writing, non-payment or non-attendance does not constitute cancellation. Cancellations received prior to April 6, 2026 will receive a refund minus a \$250 cancellation fee. No refunds will be granted after April 6, 2026. Any refunds due to registrant error will be subject to a processing fee of \$199. If for any reason Access

Intelligence decides to cancel or postpone this conference, Access Intelligence is not responsible for covering airfare and other travel costs incurred by the clients.

**SUBSTITUTIONS/REPRINT POLICY:** Registrations can be altered and edited up until the badge is printed. Access Intelligence recognizes the information in the registration system, NOT the confirmation e-mail, as the most current and valid information. Substitutions may be made until May 17, 2026 for the confirmed registrants. Substitutions will not be allowed onsite at the Experiential Marketing Summit. Notice of substitution must be made in writing by the original registrant to [ems@eventmarketer.com](mailto:ems@eventmarketer.com).