



Frequently Asked Questions – Attendee Registration

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1. Pre-registration

All attendees must register for a convention pass. You may pre-register or register onsite. Onsite pickup and Registration Desks are located on Level 600 of the Metro Toronto Convention Centre (MTCC), South Building and Level 300 of the MTCC, North Building. You will not be permitted beyond Level 600 security in the South Building without a pass.

We strongly encourage you to pre-register to avoid lineups on-site. Our onsite desks will be open on Friday, February 28 and Saturday, February 29, 2020 from 7:00 am – 6:00 pm so you will have the opportunity to collect your pass and tickets in advance of show opening on Sunday, March 1, 2020.

How do I register for PDAC 2020?

Attendee registration can be completed online or onsite at the Registration Desks located on Level 600 of the Metro Toronto Convention Centre (MTCC), South Building and Level 300 of the MTCC, North Building.

To register online: create an account or login to your profile at events.pdac.ca, and then click on "Register for PDAC 2020".

A confirmation email will be sent when we receive your paid registration. If you experience any difficulty registering online please contact [PDAC Registration](#) or 647 362 8442 or 1 866 939 6468.

I don't know what type of pass to purchase?

Refer to the [Registration & Fees](#) chart to review pass types & access information.

What is the early registration deadline?

Friday, February 7, 2020.

If I register early and I pay late am I still eligible for early registration rates?

Early registration qualification is based on the date of payment, not the date of registration. If registration fees are not paid in full by Friday, February 7, 2020, regular rates will apply.

What is the deadline to register?

There is no deadline to register. You may pre-register at any time up to and including Wednesday, March 4, 2020. You may also register onsite on Level 600 of the South Building or Level 300 of the North Building starting Friday, February 28, 2020.



What is the deadline to purchase tickets to Short Courses, the Mineral Outlook Luncheon or the Awards Gala tickets pre-convention?

Friday, February 21, 2020

After this date, tickets for Short Courses, the Mineral Outlook Luncheon and Awards Gala can be purchased onsite at the Ticket Sales counter located on Level 600 of the MTCC, South Building beginning Friday, February 28, 2020. Please note that onsite ticket sales are subject to availability.

How can I pay for my attendee registration?

We accept VISA, American Express (AMEX), MasterCard, cheques (cheque payments are only accepted until Friday, February 7, 2020) or cash. Wire transfers are not accepted. For security purposes, the PDAC does not take payment over the phone.

You will not be able to utilize the "pay later" option if you have tickets in your cart.

All cheques must be drawn from a CDN or US bank. Payment may be made in US dollars using an exchange rate of CDN \$1.15 per US dollar.

Registrations will not be processed until full payment is received. After Friday, February 21, 2020, only online payments and payments made at the Onsite Cashier counter (beginning Friday, February 28), located on Level 600 of the MTCC, South Building, will be accepted.

I want to register for an All Access Pass. How do I register?

Create an account or login to your profile at events.pdac.ca, and then click on "Register for PDAC 2020". Click on "I'm registering myself" and select the registration type "All Access Pass". If you qualify for Senior rates, you will be prompted to provide further information. If you qualify for Student rates, you will be prompted to provide proof of enrollment in full-time post-secondary studies.

I need to register my colleagues but I don't have their login information. How do I register them?

You can register your colleagues from your account. Once you are logged in, click on "Register for PDAC 2020" and select "I'm registering someone else". You can search two different ways:

1. Complete the search form with the individual's first name, last name and email address and click "Search" (do not click "Add New Contact").
2. If the individual is from your organization, select the checkbox "My Organization Only" and search by first and last name.

If the individual does not appear in your search, select "Add New Contact" and complete the required information. Once the individual is selected or added, choose the registration type. To register other colleagues, click "Register Another Attendee" and repeat the process. The receipt/invoice will appear in your profile. To avoid duplication, please ensure you have carefully searched for the individual before adding a new contact.



I've been attending PDAC for years and want the free pass. Do I have to register?

Yes, you are required to register and can select the Basic Presentations Pass. Please note that the complimentary pass does not provide access to the Investors Exchange or North Trade Show. You can purchase an Exhibits Day Pass or All Access Pass to access these areas.

If you have never been a member, booth representative or convention attendee, click on "Create an Account" to obtain a username and password. If you have been a member, booth representative or convention attendee in the past, you may login using your existing credentials. If you cannot remember your username and/or password, click the "Recover username"/"Forgot password" button and follow the onscreen instructions.

Once you are logged in, click on "Register for PDAC 2020" and select the registration type "Basic Presentations Pass".

How do I purchase tickets to Short Courses, the Mineral Outlook Luncheon or the Awards Gala?

Create an Account or login to your profile, and then click on "Register for PDAC 2020". Click on "I'm registering myself" and select the registration type you prefer. If you don't plan to attend the convention but want to purchase a ticket to an event, select "Basic Presentations Pass" (a complimentary pass type). Once you have selected your pass type, you will be able to view and add available ticketed events to your cart. Please note that when purchasing multiple Mineral Outlook Luncheon and Awards Gala tickets, you will be responsible for their distribution.

I've already registered for the convention but I need to purchase tickets to Short Courses, the Mineral Outlook Luncheon and/or the Awards Gala. What do I do?

If you registered yourself, you can log into your profile and add ticketed events to your existing invoice. Click on "My Registrations" under the "Attendee Registration" heading and then select "Add Ticketed Events". Please note that when purchasing multiple Mineral Outlook Luncheon and Awards Gala tickets, you will be responsible for their distribution.

If someone else registered and paid for you, they must login to their profile and add your ticketed events to their invoice or you can create a second registration using a complimentary Basic Presentations Pass and add your tickets. If you experience difficulties, contact [PDAC Registration](#) or 647 362 8442 or 1 866 939 6468.

How do I get an invoice/receipt for my registration fees?

To obtain a registration invoice or receipt, login to your profile and click on "Invoice/Receipt" under "Attendee Registration".

What is the cancellation policy?

Registration and ticketed events cancellation requests must be received in writing by Friday, February 21, 2020 (email the [Registration Department](#) or fax 647 362 8442) to receive a full refund less a 25% administration fee. There will be no refunds for cancellations received after Friday, February 21, 2020. Membership fees are non-refundable.



Can I send someone in my place if I am unable to attend?

Yes, substitutions may be made until Friday, February 21, 2020, in writing to the [PDAC Registration Department](#).

Please note that the membership fee is not transferable. A member rate registration can only be transferred between members.

After Friday, February 21, 2020 substitutions can only be completed at the onsite registration desks (starting Friday, February 28, 2020). The replacement attendee is required to provide a business card and proper documentation (a letter from the registrant who paid for the registration), authorizing the individual who will be attending in his/her place.

Any outstanding balance and payment terms for the registration will become the responsibility of the substitute attendee.

2. Login

I cannot remember my username and/or password. How do I recover it?

Click the 'Recover my username'/'Forgot my password' and follow the onscreen instructions.

I tried to recover my username but it says 'No records found'. What do I do?

Make sure you are using the same email address that you registered with in the past. If it still does not recognize you, contact [PDAC Registration](#) or 647 362 8442 or 1 866 939 6468.

I tried to recover my password but the system does not recognize my email address.

How do I sign into my account?

Make sure you are using the same Username and Email address that you registered with in the past. If it still does not recognize your email address, contact [PDAC Registration](#) or 647 362 8442 or 1 866 939 6468.

I tried to create a new account but the system says my email address is already in use. How do I register?

Try to recover your password using the 'Forgot Password' button. If the system cannot recover your password, contact [PDAC Registration](#) or 647 362 8442 or 1 866 939 6468.

3. Membership

What is my membership number?

Your membership number is your Customer ID which is indicated on your membership receipt/invoice.

How do I update my contact information?

To update individual membership information, members must login to their membership profile and click on "Update Individual Membership Profile".



To update corporate membership information, corporate reps must login to their profile and click on "Update Corporate Membership Profile" to modify company details. To update corporate representative's details, click on "Update Individual Membership Profile".

What are the fees/benefits of corporate membership?

Corporate membership is based on the calendar year (Jan 1-Dec 31) and is renewed annually. The cost of corporate membership will vary depending on your company's business status – a junior exploration company or non-mining organization is \$350 CND, whereas, the fee for a mining company in production will depend on the company's market capitalization.

Taxes will be applied to all corporate membership fees based on the company's province of residence.

Click [here](#) to view the full list of corporate membership types, fees and benefits.

What are the fees/benefits of individual membership?

Individual membership is based on the calendar year (Jan 1-Dec 31) and is renewed annually. There are four distinct types of individual membership – Core \$90.48, Regular \$166.67, Senior \$19.05, and Student \$19.05. Regular members are eligible to become a Core member after one year of membership. The Core Member loyalty program requires continuous, annual membership with payments made each year between October 1 and December 31. Senior members must be at least 65 years of age.

Taxes will be applied to all individual membership fees based on the applicant's province of residence.

Click [here](#) to view the full list of individual membership types, fees and benefits.

I want to get the discounted member rate on our booth. Do we need to become a corporate member before I can apply for a booth?

If you are a new or renewing exhibitor and would like to take advantage of the discounted member rate, you can complete the corporate membership and exhibitor applications at the same time. Booth representatives must login to their profile and click on "Renewing or New Exhibitor Application" under the "Booth Management" heading. When the 'corporate member booth rate' option is selected, you will be prompted to complete the corporate membership application.

My company does not exhibit at the convention. How do we renew or become a new corporate member?

Only corporate member representatives and booth representatives can login to their respective profiles to renew or apply for their company's corporate membership. To change your corporate member representative, please contact info@pdac.ca.

RENEW CORPORATE MEMBERSHIP – corporate member reps must login to their profile and click on "Renew 2020 Corporate Membership" under the "Corporate Membership" heading.



NEW CORPORATE MEMBERSHIP – click on “New Corporate Member” in the toolbar at the top of the login screen. You are not required to ‘Create an Account’ as this step is included in the New Corporate Membership Application.

I want to get the discounted member rate on registration. Do I need to become an individual member before I can register for the convention?

If you would like to take advantage of the discounted member rate on registration, you can renew or apply for a new individual membership and register for the convention at the same time.

RENEW INDIVIDUAL MEMBERSHIP – login to your profile and click on “Register for PDAC 2020” under the “Attendee Registration” heading. In the membership section of the form, you will be required to add the individual membership invoice to your cart and then continue filling out the registration form.

NEW INDIVIDUAL MEMBERSHIP –If you have never been a member, booth representative, or convention attendee in the past, click on “Create an Account” to obtain a username and password. If you have been a member, booth representative or convention attendee in the past, you may login using your existing credentials. If you cannot remember your username and/or password, click the “Recover username”/“Forgot password” button and follow the onscreen instructions. Once you are logged in, click on “Register for PDAC 2020” under the “Attendee Registration” heading. You will be prompted to complete an individual membership application if you select the ‘member rate’ option on the registration form.

How do I get an invoice/receipt for my membership fees?

To obtain an individual membership invoice or receipt, login to your profile and click on “Individual Transaction History” under “Individual membership”.

To obtain a corporate membership invoice or receipt, the corporate member representative or booth representative can login to their respective profiles and click on “Corporate Transaction History” under “Corporate Membership”.

4. Onsite registration

Can I register at the event?

You can register onsite at the Metro Toronto Convention Centre (MTCC), South Building, Level 600 and North Building, Level 300 beginning Friday, February 28, 2020 at 7:00 am.

We recommend that you pre-register so you can take advantage of any applicable early registration fees; it will also be quicker for you to collect your pass at the registration desks.

Registration desk hours

Friday, February 28	7:00 am – 6:00 pm
Saturday, February 29	7:00 am – 6:00 pm
Sunday, March 1	7:00 am – 5:00 pm
Monday, March 2	7:00 am – 5:00 pm



Tuesday, March 3 7:00 am – 5:00 pm
Wednesday, March 4 7:00 am – 12:00 pm

What identification do I need to bring with me to collect my pass? If you have pre-registered, a barcode will be emailed to you at the end of February. Print or bring this barcode on your cell phone to the Attendee Registration or new "Express Check-In" counters. Students must be able to demonstrate proof of enrollment in full-time post-secondary studies.

Can someone else pick up my pass?

Passes should be collected by the registered attendee. If someone else is picking up your pass, please provide them with a letter authorizing us to release your pass and ticketed events to them.

Please be advised that passes cannot be re-issued once they have been collected.

Can I purchase tickets to Short Courses, the Mineral Outlook Luncheon and the Awards Gala onsite?

Tickets can be purchased at the Ticket Sales counter located on Level 600 of the Metro Toronto Convention Centre (MTCC), South Building beginning Friday, February 28, 2020. Please note: tickets bought onsite are subject to availability.

What happens if I lose my pass when I am at the event?

If your pass is lost, misplaced, stolen or left in the hotel room, you will be charged "a replacement pass fee" before your pass can be reissued. The attendee pass replacement fee is \$50, exhibitor passes are \$20.

5. Invitation letters

For information on international invitation letters and to submit an online request form, visit https://www.pdac.ca/convention/attendee-info/international_attendees

PDAC does not accept any responsibility for visa applications. If an attendee is unable to attend because of failure to obtain a visa, the normal cancellation policy for registration fees will apply.

6. Who do I contact if I have additional questions?

For registration enquiries, contact pdac@pdacevents.ca or 647 362 8442 or 1 866 939 6468

For general convention enquiries, contact convention@pdac.ca or 416 362 1969, ext. 234

For general membership enquiries, contact info@pdac.ca or 416 362 1969, etc. 235