

Frequently Asked Questions

Who needs a ticket?

Each individual will be required to have a ticket in their name. Think of it like a concert - everyone has to have a ticket to get in. This includes spouses, additional business partners on an agreement, and children. Infants sitting in a lap will not require a registration of their own.

Where is the event located?

We will have events at both the Indiana Convention Center (100 South Capitol Avenue, Indianapolis IN 46225) and at The Westin Indianapolis (241 W. Washington St, Indianapolis, IN 46204).

How do I modify my registration?

1. Visit legalshieldassociate.com/convention
2. Click an “Already Registered?” link located throughout the page
3. Login with the name and email on the registration. The system will send a verification code to complete the login.
4. Click the “Modify Registration” button to purchase add-on trainings. **OR** Click the “Name Change/Ticket Transfer” button to transfer the ticket to another attendee.
5. Add sessions and enter payment details **OR** enter new attendee details.
6. Click “Submit”

What’s the refund policy?

Refund requests will only be reviewed if received within 3 days of purchase date. **No refunds will process after January 31st regardless of purchase date.** Bundles cannot be canceled or refunded after issuance of bundle code or payment has processed.

- Transfers/name changes for named tickets can be completed online by the named associate thorugh January 31st excluding the primary ticket in a bundle order.
- Registrations, bundle codes and add-on tickets are non-transferable to another event. Add-on tickets cannot be transferred to another attnedee.