



SYNAPSE

SEPTEMBER 25-26, 2019 | SAN FRANCISCO, CA

Frequently Asked Questions

What is Synapse?

Synapse is a two-day event designed to help engineers, product leaders, and growth marketers harness the full power of their customer data. The event brings together forward-thinking individuals from around the globe to discuss key trends touching all things data. From data quality to compliance to activation, this event will cover everything your team needs to know about creating a rock-solid data infrastructure that enables explosive growth. Join us to hear from over 30 incredible thought leaders about the techniques, tools, and strategies they use to leverage their most critical asset: data.

Who will attend Synapse?

1100 of the best and brightest minds in Product, Engineering, and Growth

When is Synapse?

The conference takes place on September 25-26 and the conference will include keynotes, breakout sessions and evening social events.

Where is Synapse?

SVN WEST

10 S Van Ness Ave

San Francisco, CA 94103

**The event dropoff is located on 12th street.*

Where should I stay?

Synapse does not offer a hotel block. It is busy season in San Francisco so we recommend booking hotel early.

Can I speak at Synapse?

Unfortunately, our agenda is full.

Can my company sponsor Synapse?

Sponsorships are available at a variety of levels and is a great way to connect with the Segment community. Learn more [here](#).

What is your refund and cancellation policy?

Please email us at events@segment.com

When does the conference begin and end?

Synapse officially kicks off September 25 at 8:30 AM @ SVN West. The opening keynote starts at 9:30 AM on September 25. The conference will end with a Closing Happy Hour on September 26 from 4:30 PM - 6:00 PM.



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Does Synapse offer student discounts?

Yes, please email us at events@segment.com

When will the Synapse agenda be available?

August 5, 2019

What meals are included?

Breakfast, lunch, afternoon break and receptions will be included on conference days.

Is there WiFi onsite?

Yes. WiFi information will be provided onsite.

Is there a mobile app?

There is no mobile app for Synapse but we will have a Slack channel for connecting to other attendees, and publishing updates or changes to the schedule. We will invite all attendees to the Slack channel the week before the conference.

Do I need to wear a name badge?

Your badge is your ticket to everything while you're at Synapse 2019 — talks, exhibit hall, parties, and all conference activities you wish to attend. Please make sure the badge is always visible.

Can I bring a guest to social events?

You must be a conference attendee to attend social events. Plus 1's are not permitted.

Does the venue have a nursing mother's room?

Yes, a nursing mother's room will be provided.

Does Synapse provide childcare?

Synapse does not provide childcare.

Does Synapse have a single-occupancy or gender neutral bathroom?

Yes, we do!



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Venue and Travel Information

Event Location

SVN WEST
10 S Van Ness Ave
San Francisco, CA 94103

Airports

San Francisco International Airport (SFO) - 14 miles
Oakland International Airport (OAK) - 20 miles

Rideshare

Apps are available on iOS and Android in your app store.
Lyft - www.lyft.com
Flywheel - www.flywheel.com
Uber - www.uber.com

Public Transportation

BART - www.bart.gov
MUNI - www.sfmta.com

MUNI

Almost all MUNI lines go to the event venue.

- Take Muni to the Van Ness Station
- Walk approximately 400 feet
- SVN West is on the corner of Market Street and S Van Ness Ave

BART and WALK

- Take BART to Civic Center Station
- Exit BART station and walk Northeast down Market Street towards Hayes Street
- SVN West is on the corner of Market Street and S Van Ness Ave

BART and MUNI

- Take BART to Civic Center Station
- Take the J, KT, L, M, N or S line towards Balboa Park (1 stop)
- Get off Muni at the Van Ness Station
- Walk approximately 400 feet
- SVN West is on the corner of Market Street and S Van Ness Ave