

FAQ

Q: How do I register for the Congress ?

A: In order to register for the Congress , please [click here](#).

Q: How can I pay the registration fees?

A: Payment of registration fees can be made by credit card or bank transfer. For full details please [click here](#).

Q: Can I receive an invoice under the sponsoring Company/Hospital's name?

A: Yes. During the registration process, you are required to insert Invoice Details, this information will appear on the invoice you receive by email when completing the registration process.

Q: Can I register for the Congress without paying?

A: Yes, but your registration will be confirmed only when full payment is received.

Q: Can I register before the early fee deadline and pay later?

A: In order to benefit from the early fee registration discount, payment must be received before the deadline.

Q: Can I register onsite?

A: Yes. Onsite registration is available during the Congress days. Onsite fees will apply

Q: What does my registration fees include?

A: For full detailed entitlements, please check the [registration page](#).

Q: Will I receive a confirmation letter after I have finished registering?

A: Yes. A detailed confirmation letter and receipt will be sent to you by email as soon as payment is received, and registration is completed. You may use this confirmation letter for visa application purposes.

Q: Is it possible to cancel the Registration:

A: All cancellations must be electronically mailed. Refund of the registration fee will be as follows:

*Note, in case of cancellation at any stage, bank transfer handling fee (30 EUR) will not be refunded – applicable to bank transfer payments only.

- Cancellations received up and including May 22, 2024 – Full refund
- Cancellations received from May 23 to July 29, 2024 – 50% will be refunded
- From July 30, 2024 – no refund will be made

Q: How can I find out information about hotels and their rates for this Congress?

A: Kenes International is offering Congress participants specially reduced rates for various hotels around the Congress venue. Information, pictures, location, and rates are available on the hotel [accommodation page](#).

Q: How can I book my room, and should I pay in advance?

A: In order to book a room, please [click here](#) to book online. Please note that full payment is required upon booking.

Q: Will I receive hotel confirmation?

A: Yes. A detailed confirmation will be sent to you by email as soon as the booking is confirmed, and the payment is received.

Q: Can I book a hotel room without registering for the Congress?

A: Yes. You can book your room without registering by clicking on the “Booking” button of your chosen hotel available on the website via the hotel accommodation page. If you need further assistance, please email the Hotel Accommodation Department.

Q: How can I book rooms for a group?

A: For group booking (10 rooms and more) please fill in the

Group Bookings form available on the [accommodation page](#) or contact the Hotel Accommodation Department. Different payment and cancellation conditions apply.

Q: Can I cancel my hotel booking?

A: Cancellation deadlines apply for each booking request and depend, among other factors, on the service type, the travel supplier, dates of travel etc. For more information, please contact the Hotel Accommodation Department.

Q: How do I apply for a visa?

A: Visa regulations depend on your nationality and country of origin. We suggest you contact your local Consulate for full and official instructions on the specific visa regulations and application procedure that apply to you.

Q: Where can I get a Congress invitation letter so that I can apply for a visa?

A: Invitation letters for visa purposes are available only to registered participants. The option to issue an invitation letter is available within the registration process. At the end of the registration process, you will be able to generate an invitation letter, and you will also receive a confirmation email with a link to the invitation letter.

Q: Is it possible to send an official invitation letter directly to my local Consulate?

A: Unfortunately, we are unable to send invitation letters directly to consulates. Invitation letters are prepared solely for individuals and are mailed directly to them.

Q: If I submit an abstract do I have to attend the Congress?

A: It is expected that at least one author of the accepted abstract registers and attends the meeting. Only abstracts of registered participants will be included in the conference materials.

Q: I have submitted an abstract, when will I know if it has been accepted?

A: Only after all abstracts have been reviewed by the Scientific Committee notifications will be sent to the abstract submitters. Every effort is made to conclude this process within 6 weeks after the abstract submission deadline or extended abstract submission deadline in the case there is extension.

Q: If my abstract is accepted, where will it be published?

A: Registered participants' abstracts will be published. The registered abstracts of oral presentations will appear in the interactive program. Registered abstracts for both Orals and e-Posters will be included in the Congress App and on the virtual platform.**Q: Where is the Congress taking place?**

A: The conference will take place at the MECC, Maastricht, The Netherlands. For more information on the venue please visit the conference venue [website](#).

Q: How do I get from the Airport to the Congress Venue?

A: For updated and detailed information on public transportation please visit the official website of [Maastricht Aachen Airport](#)

Q: Can you please send me details of public transport? Do you have a map of the city or area surrounding the venue?

A: For up-to-date tourist information including public transport information and maps, please visit the city's official [website](#).