

# 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. If you require an invoice to be issued to the sponsoring company, during the registration process you can write their billing details.

**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 during the congress?**

A: Yes. 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.

**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.**De Doelen ICC Rotterdam**

Schouwburgplein 50, 3012 CL Rotterdam, Netherlands

Google Maps: <https://maps.app.goo.gl/Ndc9ou6Ce7caRk4u5>

**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 attends the congress to present the work and answer questions. Only abstracts of registered participants will be scheduled in the Scientific Programme.

**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 one month after the abstract submission deadline or extended abstract submission deadline in case there is extension.

**Q: How can I make changes to an abstract I have already submitted?**

A: You may enter the Abstract Submission system with your username and password and make changes to your abstract until the submission deadline date. No abstract changes will be accepted after this date, however, you are welcome to bring a more up-to-date abstract to the Congress.

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

A: More information will become available soon.

**Q: I am having trouble logging into the abstract submission system – my username/password is not working.**

A: Please try one of the following options via the abstract submission page:

In case you are using “Internet Explorer”, please try another internet browser, e.g. “Google Chrome” or “Mozilla”.

When you copy and paste your username and password please make sure there is no extra space at the beginning or the end of them.

In case your password contains the letter “0” please make sure you do not type “0” (Zero) instead the letter “o”.

Please note that the username or ID received when registering for the Congress is different to the abstract submission. Please use the abstract submission username or “create new account” option.

**Q: I created a new account but did not receive my username?**

A: Please note that the username is shown in the “Subject line” in the confirmation email received when setting up a new account.**Q: Is the Congress CME-accredited?**

A: Once the Scientific Programme has been finalized, an application for CME credits will be made to the European Accreditation Council for Continuing Medical Education (EACCME). The EACCME is an institution of the European Union of Medical Specialists (UEMS): [www.uems.net](http://www.uems.net). Further details will be published on the Congress website as soon as they are available.

**Q: How can I claim my CME credits after the Congress?**

A: CME Certificate of Attendance will be available for download after completing an online survey. A link to the survey will be published on CME page and sent in the email after the Congress to registered participants. Please approach the Registration Desk onsite in case of questions. Each

medical specialist should claim only those hours of credit that he/she spent in the educational activity.