



Registration Frequently Asked Questions

Q. How do I register for the Congress?

A. Individual registrations can only be made online, please register at: <http://confman.isodp2017.org/>. You will need to create a user account. If you already have one, simply log in to begin the registration process. Check our 'How to Register' Guide (<http://isodp2017.org/images/downloads/How-to-Register-Guide-ISODP2017.pdf>) for more details.

Q. What are the registration fees?

A. A complete list of the registration fees is available here: <http://isodp2017.org/registration-social>. The Congress fees vary depending on your status (member, non-member, student/fellow/trainee, allied health professional, emerging economy nation) and the time of purchase: early bird, regular and late/onsite.

Student/fellow/trainee need to provide proof of their status.

Q. How can I register as a Member?

A. To register at the reduced member fee, you must be a member in good standing of The Transplantation Society (TTS), the International Society For Organ Donation and Procurement (ISODP) and/or the SwissTransplant Society (STS). Membership dues for 2017 must be paid by July 31st, 2017 in order to qualify for reduced registration fees.

Questions about TTS and ISODP membership?

Contact Amanda Mayer at membership@tts.org or by telephone at +1.514.874.1717 ext. 215.

Q. How do I show proof of my status?

A. Students/Fellows/Trainees are required to submit an official letter on their Institution's letterhead signed by their supervisor or head department OR submit a photocopy of their 2016-2017 student/license ID.

The letter or ID must be submitted online after processing the online registration. On the 'Dashboard' click on the module 'Student Validation', upload the file and save.

Q. What is included in the registration fees?

A. Inclusions vary depending on the registration type:

Congress Registration Includes: Access to all Congress Sessions, Access to Exhibit Area, Congress Material, Coffee Breaks, Welcome Reception, and Light Lunches.

Pre-Congress Workshop Includes: On September 6, only: Access to Pre-Congress Workshop, Coffee Breaks and Workshop materials.

Fees do not include the social dinner. Congress participants are responsible for covering all congress and travel expenses, such as plane tickets, accommodations, transfer from and to the airport, food, congress fees, etc.

Q. When is the early-bird registration deadline?

A. The early bird deadline is Friday, June 16, 2017. The registration fees increase after this date.

Q. Is there a deadline to register for the Congress?

A. Participants that have a role in the program (invited speaker, chair, abstract presenter) must complete the online registration and pay any applicable fees by June 16, 2017. Failure to do so will result in a withdrawal from the program.

Participants that will simply attend and do not take part in the Congress program can register online until August 27, 2017. After this date, participants may register onsite starting September 6, 2017. Standard fees apply as of June 17, 2017 and late/onsite fees will apply as of August 12, 2017.

Q. How can I pay the registration fees?

A. Payment of registration fees can be made by credit card (Visa and MasterCard), by cheque or by wire/bank transfer (\$30 USD fee applies). Note that the Congress fees are in US dollars and no taxes apply. For cheque and wire payments make sure the payment is received within 3 weeks of your online registration. The deadline to receive payments with cheque and wire is August 18, 2017. After this date, all payments must be done with a credit card. Please note that we do not accept AMEX.

Q. How do I get an invoice?

A. As soon as you make the payment, you will be able to print, save (as pdf) or email the invoice. The system also allows you to do this even when there is an outstanding balance.

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, you have the possibility to change the billing address during the online registration process, make sure to do so before you make the payment by clicking on the 'Alternate Billing Address' module in your dashboard. When going back to the Registration page, check the circle 'Use a Custom Billing Address'.

Q. How do I verify my registration or make changes?

A. You can verify your registration by going to the Registration module on your dashboard. If you haven't pressed the 'Confirm my Registration' button, you are able to do any changes by clicking on the button 'Modify' for each step. If you have already confirmed your registration, please send an email to the Registration Coordinator at info@isodp2017.org explaining the reason to modify your registration, changes might be done by the Registration Coordinator or by you depending on the request.

Q. Can I register onsite?

A. Yes. Onsite registration will be available during the congress days. Onsite fees will apply.

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

A. No. As soon as you pay your registration with a Credit Card, it means your registration is paid and confirmed. You will be able to print, save (as pdf) and email the invoice by yourself. If you pay with cheque or wire transfer, as soon as we receive the payment and it is applied, we will send you an e-mail confirming your payment and registration.

Notes:

- Students/Fellows/Trainees are required to submit proof of their status.
- Members, must have paid membership dues by July 31, 2017.
- Failure to compliance of the mentioned above will result in a non-confirmed registration and delegates must pay the difference in registration fees in order to attend the congress.

Q. Can I cancel a paid registration?

A. To cancel your registration and receive a refund, a written request must be received by email to the Registration Coordinator at info@isodp2017.org on or before July 14, 2017. Cancellation requests received on or before this date will be refunded less a \$50 USD administrative fee, and the refund will be processed after the Congress. There will be no refunds for cancellation notices/requests received after July 14, 2017. No refunds apply for no-shows.

Q. How can I transfer my paid registration?

A. All modification and substitution requests must be submitted to the Registration Coordinator at info@isodp2017.org by email. For replacement of a delegate under individual registration, written permission from the original registrant is required, along with contact details of the substitute delegate. The person who will receive the payment approval needs to create a user account and register for the congress, but must not pay.

An additional administration fee of \$25 USD will apply for requests received after August 27, 2017.

Q. How can I obtain a Letter of Invitation to attend the Congress?

A. An official Letter of Invitation to assist you in obtaining a Visa and authorization to attend the Congress will be issued ONLY after you have registered and paid your registration fees in full. After you have paid your registration you will be able to see the 'Invitation Letter for Visa' on the conference manager website dashboard. Click on it and fill out the required information. The letter can be printed and saved in pdf format. Letter of Invitation for Visa is available to registered participants only.

Q. What are the social events during the Congress?

A. The Welcome Reception will be held on Wednesday, September 6, 2017 from 19:00-20:00. This activity is included in the Congress Registration Fee.

The Congress Dinner will be held on Friday, September 8, 2017 from 19:30-23:00. Participants are required to register to this event at the additional cost of \$175 USD per ticket.

Q. Which events are open to the general public?

A. None. To be able to participate in any of the Congress' events you need to be registered to the Congress.