



## 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.tss2017.org/users/login>. 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://tss2017.org/images/downloads/How-to-Register-Guide-TSS2017.pdf>) for more details.

To register a group of ten (10) delegates or more, please contact the Registration Coordinator at [info@tss2017.org](mailto:info@tss2017.org).

### Q. What are the registration fees?

A. A complete list of the registration fees is available here: <http://tss2017.org/registration-social>. The Symposium fees vary depending on your status (member, non-member, student, fellow, trainee and allied health professional) and the time of purchase: early bird, standard and onsite.

Students, Fellow, Trainees and Allied health professionals 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). Membership dues for 2017 must be paid by March 31<sup>st</sup>, 2017 in order to qualify for reduced registration fees.

Questions about membership?

Contact our Membership Services Coordinator Amanda Mayer at [membership@tts.org](mailto:membership@tts.org) or +1.514.874.1717 ext. 215

### Q. How do I show proof of my status?

A. Allied Health Professionals and 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. Symposium Registration fees include the following: access to the sessions, symposium material, coffee breaks, light lunch on May 24 and Mentee-Mentor reception.

The Networking Event and GVL workshop are not included in the registration cost and must be purchased separately.

Symposium participants are responsible for covering all symposium and travel expenses, such as plane tickets, accommodations, transfer from and to the airport, food, symposium fees, visa, etc.

**Q. When is the early-bird registration deadline?**

**A.** The early bird deadline is Friday, March 17, 2017. The registration fees increase after this date.

**Q. Is there a deadline to register for the Symposium?**

**A.** Participants that have a role in the program (invited speakers, chairs, abstract presenters) must complete the online registration and pay any applicable fees by March 17, 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 Symposium program can register online until May 15, 2017. After this date, participants may register onsite starting May 24, 2017. Onsite registration fees will apply.

**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 taxes are included. 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 May 5, 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 by yourself. The system also allows you to do this even when there is an outstanding balance and after you have paid your registration by coming back to the registration module.

**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 Registration, check the box '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@tss2017.org](mailto:info@tss2017.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, starting May 24. 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 your invoice by yourself. If you pay with cheque or wire transfer, as soon as we receive your payment and it is applied, we will send you an e-mail confirming your payment and registration.

**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@tss2017.org](mailto:info@tss2017.org) on or before April 21, 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 Symposium. There will be no refunds for cancellation notices/requests received after April 21, 2017. No refunds apply for no-shows.

**Q. How can I transfer my paid registration?**

**A.** All substitution or transfer requests must be submitted to the Registration Coordinator at [info@tss2017.org](mailto:info@tss2017.org) by email. There is no substitution fee and requests must be done by May 15, 2017. For substitutions of a delegate under individual registration, written permission from the original registrant is required, and the substitute person must create a user account and register for the congress, but must not pay. If the registration fees of the substitute delegate are higher than the payment received, the substitute must pay this difference. If they are lower, no reimbursement will apply.

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

**A.** An official Letter of Invitation for Visa, and authorization to attend the Symposium will be issued ONLY after you have registered and paid your registration fees in full. Once you have paid your registration, you will be able to see the 'Invitation Letter for Visa' icon 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.** A Congress Networking Event will be held on Wednesday, May 24, 2017. Participants are required to register to this event at the additional cost of US\$75 per ticket.

The Mentee-Mentor Reception will be held on Thursday, May 25, 2017; this activity is included in the Symposium Registration Fee.

**Q. Which events are open to the general public?**

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