

## **ITS Geneva 2008: Help document for making a registrations**

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## PERSONAL DETAILS

### 1. Why do you need my email address?

We will communicate largely with you via email and you should receive a confirmation email that records all of your registration details. You will receive your joining instructions and invoice via email at the time of booking. No information will be sent to you by post.

You should check that all these details are correct and if they are not, please contact Heidi Rose at [h.rose@hgluk.com](mailto:h.rose@hgluk.com)

Individual email addresses will be required for all attendees within a group booking, as unique joining instructions will be sent to each group member.

### 2. Why do you need to know the first two letters of my father's name?

This is a personal identification question (PIQ) and is requested, as the event will be subject to an ABC audit.

### 3. What type of attendee option do I need to register for?

#### Congress Options

- **Delegate**- This is the standard ticket to visit the Congress and Exhibition.
- **Swiss Public Sector and Municipalities & UN Representatives**- If you are entitled to a discount as a Swiss national who works within the public sector and municipalities or if you are a UN representative, select this option. The organisers reserve the right to request identification to prove eligibility for this discount at any time. This badge will allow you to attend the Congress and Exhibition.
- **Speakers / Moderators**- This should be selected if you are a speaker presenting on the Congress programme or if you are moderating one of the Congress sessions. You will need to enter either your paper number/paper Id or session code (instructions are listed below for the different types of Speakers/moderators) in order to qualify for this discount. The speaker/Moderator badge will allow you to attend the Congress and Exhibition.

**Please note:** You must include details of all the sessions/papers you are involved in on your registration. Any papers that do not have a registration attached to them will be removed from the programme. For further information, please contact Harriet Burgess at [h.burgess@mail.itscongress.org](mailto:h.burgess@mail.itscongress.org). The validation instructions for each type of Speaker/Moderator are listed below:

- Speaker for a technical/scientific session must enter their paper number
- Moderator for a technical/scientific session must enter their session code
- Moderator/Speaker for a special session must enter their session code
- Executive session speakers and moderators will receive a promotional code for their registration from the organisers.

- **Exhibitor/Sponsor Delegate-**  
If your company has an exhibition stand at ITS Geneva or is one of the event sponsors and you would like to attend the Congress, select this option to qualify for a discount. To qualify, the company name of the stand or sponsoring company and the company name of the delegate must be the same. The attendee cannot be from a subsidiary or sister company of the exhibitor or sponsor organisation.
- **Student Delegate-**  
Select this if you are a student, with a valid student card, and would like to attend the Congress and Exhibition. To qualify the attendee must be a full time student and must be under 30 years of age. You will need to fax proof of your status as a full time student to the organisers on the day that you register.
- **Student Speaker/Moderator**  
Select this if you if you are a speaker presenting on the Congress programme, or if you are moderating one of the Congress sessions, and you are also a full time Student who has a valid student card and is under 30 years of age. To qualify for this discount you will need to enter either your paper number/paper Id or session code (instructions are listed above for the different types of speakers/moderators) and you must also fax proof of your status as a full time student to the organisers on the day that you register.  
**Please note:** You must include details of all the sessions/papers you are involved in on your registration. Any papers that do not have a registration attached to them will be removed from the programme.
- **Press Congress Access-**  
Select this if you would like access to the Congress and Exhibition and are a member of the press. You will need to send press ID via email to [h.rose@hgluk.com](mailto:h.rose@hgluk.com) on the day you register and also bring your press ID with you onsite.

All Congress badge options will allow you to visit the exhibition for the full 3 days. Please do not register as an exhibition visitor or exhibitor in addition to your congress registration.

**Please note:** None of the Congress registration fees include tickets to the Gala Dinner.

### **Exhibition Only Options**

- **Exhibition Visitor-**  
Select this if you would like to attend the Exhibition only or wish to attend the gala dinner only. Gala Dinner places will be charged at the standard rate.
- **Accompanying Person-**

Select this if you are accompanying another visitor and wish to attend the Exhibition only. Entrance to the Opening Ceremony is also included in this package. Accompanying persons may register to attend the Gala Dinner or any of the tours available. These will be charged at the standard rates.

- **Exhibition Only Press**

Select this if you would like access to the Exhibition only and are a member of the press. You will need to send press ID via email to [c.warren@hgluk.com](mailto:c.warren@hgluk.com) on the day of registration and also bring your press ID with you onsite.

## **GROUP BOOKING**

### **1. Is there a discount for group bookings?**

You can make a group booking for any number of attendees but a group discount of 10% only applies when a combination of 10 or more applicable packages are ordered. Tours and visits are not included in the group discount and free registrations will not be included in the attendee count.

Please note that once you have proceeded to payment you will not be able to add additional members to your group.

### **2. How do I make a group booking?**

In order to book Congress places for more than one member of an organisation, input the personal details of the first attendee. Select the relevant registration package and indicate if the first attendee wishes to book a place at the Gala Dinner or on any of the tours. On the 'Order Summary' screen, check all the details of the booking for the first attendee are correct and click 'Add to Basket'. To make a booking for the 2<sup>nd</sup> attendee, click the 'Add another attendee' button and repeat the process for each of the following attendees. Some fields, such as the company name and address details will already be pre-populated to make the registration easier for you. Should you wish to amend these, just type over the text already populated in the field. You should ensure the booking administrator is the first contact added. The first attendee will receive the invoice and full confirmation email.

### **3. Who will receive the invoice for the group booking?**

The first attendee booked will be shown as the 'Main Contact' on the 'Attendee Registration: Basket' screen. The 'Main Contact' will receive a confirmation email for the whole group, which will include a link to the group booking invoice. To change the 'Main Contact', click 'Change Main Contact' at any time and select the member of the group who should receive the group booking confirmation and invoice. If the main contact is only acting as an administrator for the group and will not be attending the event then they should register as an 'Exhibitor Visitor'.

### **4. What is the 'View Basket' button for?**

If you would like to view the group summary, select 'View Basket'. This will display your current summary, including the unit cost of each option and the total amount for the group registrations made so far.

## **5. How do I change the personal details for a member of my group once I have added their registration to the basket?**

If you wish to change the personal details of any member of the group you can do so on the 'Attendee Registration: Basket' screen before you click 'Select payment method'. Click on the 'Change Details' icon next to their name and you can make amendments to their personal information, for example, email address or job title.

## **6. How do I remove someone from my group?**

On the 'Attendee Registration: Basket' screen, click on the button 'Remove' next to the name of the person you wish to remove. An information box will appear to confirm that you wish to remove the individual. If you do, select 'yes', you will be redirected to the group registration summary screen and the person will have been removed from your list. If you have pressed this button in error, select 'no' when this box appears.

## **7. How do I pay for my registrations?**

Check all the details on the 'Attendee Registration: Basket' are correct and once you are satisfied, click on 'Select Payment Method' at the bottom of the page. You will then be asked if you would like to 'Pay now', 'Request an invoice' or 'Return to Basket'. If you would like to pay now, you will be directed to WorldPay, which is a secure online payment site and you will be able to pay using a credit or debit card. Alternatively, select 'Request an invoice' and you will be given a link to your invoice, which will also appear on your confirmation email. Follow the instructions on the invoice to arrange and send payment at a later date. Please note that payment must be received before the event on 4<sup>th</sup> June 2008.

Once the group booking has been made, any changes will affect the group discount applied. Any amendments should be made by contacting the registration secretariat directly, email [h.rose@hgluk.com](mailto:h.rose@hgluk.com)

## **8. What confirmation will I receive for my group registration?**

Once you have completed the entire group registration and you have proceeded through the payment process, the main contact for the group will receive an automatic email that will detail each person within the group registration and the group invoice. Each group member will also receive an email confirming the details of their individual registration. If you do not receive any of the above emails, please contact Heidi Rose at [h.rose@hgluk.com](mailto:h.rose@hgluk.com)

## **9. What if I still have a question about the group registration?**

If this help document still does not answer your question, then please contact the registration secretariat:

Heidi Rose  
Congress Organiser  
Brintex, ITS World Congress, London  
[h.rose@hgluk.com](mailto:h.rose@hgluk.com)  
+44 (0)20 7973 6630

## **EARLY & LATE PAYMENT RATES, VAT AND INVOICING**

### **1. Why is there an early and a late payment rate?**

There is a discount for all bookings made before the date of 7<sup>th</sup> May 2008. After this date the increased late payment rate is applicable to all paid bookings. We apply this system as an incentive for you to register and pay early.

### **2. Why have I received an invoice at the late payment rate even though I registered before the 7<sup>th</sup> May?**

The early payment rate is only available to attendees who settle full payment before the 7<sup>th</sup> May 2008. If you request an invoice rather than settling your invoice online at the time of registering, we do not know when you intend to settle payment. Therefore, we raise an invoice at the higher (Late Payment) rate and then issue part credit notes to all attendees who do settle payment before the 7<sup>th</sup> May 2008. There is a statement near the bottom of the invoice that tells you how much you can deduct from your payment if you pay by the deadline. Please note: part credit notes will be issued in the week of 12<sup>th</sup> May 2008.

If you register online before the 7<sup>th</sup> May, select the 'Pay Now' option and pay at the time of booking using WorldPay, then your invoice automatically shows the total at the early payment rate.

### **3. I paid the full amount before the 7<sup>th</sup> May deadline but was still charged at the late payment rate, Can I get a refund?**

Yes. Please email [accountsonline@hgluk.com](mailto:accountsonline@hgluk.com) with details of your invoice and proof that the payment was made before the 7<sup>th</sup> May and we will organise a refund of the amount overpaid. Please note that refunds can take up to 15 working days to process. Refunds will be made net of any related bank charges.

### **4. Why have I been charged VAT on my invoice?**

VAT legislation states that VAT on delegate fees attaches in the country where the event is held no matter where the delegate is from. Therefore we are obliged to charge VAT. VAT can generally be reclaimed, please visit [www.eventrefunds.com/brintex](http://www.eventrefunds.com/brintex) for details of how to do this or contact your tax advisor.

### **5. I paid by credit card but the amount deducted looks higher than I thought it would. Have you charged me too much?**

We take your credit card payment in Euros. If the currency of your country is not Euros then your credit card company translates the payment into your local currency using an exchange rate set by them. This exchange rate is usually less favourable to you than the bank rate. Therefore the amount on your statement may be more than you expected. This is the responsibility of your credit card company and not the responsibility of Hemming Group Ltd. We will send out a credit card receipt either by email or post once payment has been taken and this will confirm the amount in Euros. Please contact your credit card company for details of the exchange rate applied.

### **6. When will I receive my invoice?**

You will receive an electronic link to your invoice within your confirmation email. It is not the policy of the organising company to send hard copies of the invoice by post. Please pay the electronic invoice.

### **7. What is my invoice reference?**

If you select to 'Request an Invoice', the information you input in the box at the top of the page titled 'Invoice Reference' is the information that will appear on your invoice. If you would like the name of a representative to appear on the invoice or if you have a purchase order number or customer reference please input this here.

### **8. What if I still have a question about the early and late payment rates?**

If this help document still does not answer your question, then please contact the accounts representative:

Richard Baker  
Brintex, ITS World Congress, London  
r.baker@hgluk.com  
+44 (0)20 7973 6678