

Frequently Asked Questions about Registrations

1. I have become a member of ERA-EDTA very recently and I have not yet received my Membership Card and number.

-Check your details in the restricted area in the homepage www.era-edta.org or contact the ERA-EDTA Membership Office: membership@era-edta.org

2. I am a member of ERA-EDTA but when I type my membership number in the form the system says my status is not regular.

-check that your name is spelled exactly as it is in your 2017 membership card

-you have not settled your current membership fee

-if you have paid, your fee is being processed. Try again in a few hours or contact the membership office for information

3. I become ERA-EDTA member after I registered: can I ask for a refund?

No. Congress members submitting and paying their registration fee as non-members will not be entitled to reimbursement if, at a later stage, they become members or if, despite being active members they incorrectly register as non members

Once the registration has been processed it cannot be changed or reimbursed

4. I have made my online registration before March 8, 2017 and ticked the "Paid by direct money transfer" box, but I have been able to make the payment only after that date. Will I be considered as registered or not?

By making your payment after the deadline you have missed the opportunity of the Early Registration rate. Your registration will be held in a "stand-by" until you pay the difference between the Late Registration rate and the Early Registration one. You will receive your confirmation only after settling the full amount.

5. I have submitted an abstract and my Institute will authorize me to attend the congress only if I have a poster or an oral communication to present. The deadline for early registrations is too early for me to know if my abstract is accepted. Has ERA-EDTA taken into consideration this kind of problem?

Yes. The only exception to the deadline for early registrations is precisely the case of people who have an accepted abstract and have not registered before the deadline. You will be able to register after March 8, 2017, but earlier than May 10, 2017, and pay the early registration fee. You will find information about this in the acceptance letter of your abstract.

6. I have been registered by a company and I would like to receive my badge in advance. Can I obtain it from the ERA-EDTA Congress Office?

No, The company that invited you is responsible for giving them to you.

7. I have registered for the congress, afterwards a company has offered to sponsor my participation. Can I transfer my original registration to a colleague?

No. Each registration is strictly personal. You will have your original registration refunded by ERA-EDTA, but your colleague will have to make a new registration.

9. I registered for the congress well in advance, but now I have found I cannot attend. Can I transfer my registration to a colleague?

No. Each registration is strictly personal and cannot, at any time, be transferred to another person. You can receive your money back (minus 25% for handling charges) if you cancel your registration before April 28, 2016. After this date no refund is however possible.

10. I must cancel my registrations. Can I do it by phone?

No. Cancellations must be sent in writing by May 11, 2017 (post, e-mail or fax). Please provide all the details that can help the ERA-EDTA Congress Office to identify you correctly, e.g. give your first name in full and not just the initials, mention the type of registration you had, quote your registration number if you had already received your confirmation.

11. I have cancelled my registration well before May 11, 2017 but I have not yet received the refund I was promised.

All refunds are done only after the congress.

12. I have missed the Late Registration deadline. Can I send a payment for the onsite registration fee and pre-register anyway?

After the late deadline May 10, 2017 it will be possible to register and pay the onsite fees—check the full information, fees and deadlines in the onsite chapter of the Congress registration rules or the online registration form.

13. I will be able to attend this congress just for one day. Can I pre-register for that specific date?

Yes, you can register for one day, online starting from May 11, 2017. You can also register at the IFEMA Feria de Madrid starting from June 2, 2017.

14. Can I send a cheque to pay my registration fee?

No. Due to substantial changes in the banking system over the last few years, the time and costs for processing cheques have increased dramatically, so ERA-EDTA cannot accept this type of payment any more.

15. I see that on the first day of the congress the registration counters will close at 19.00, but I expect to arrive not earlier than 19.30. Can I inform the Congress Office in advance and ask to make an exception for me? I don't want to miss the Opening Ceremony.

You will have to register online paying by credit card or the next day directly at IFEMA Feria de Madrid. However you will be admitted to the Opening Ceremony and to the Welcome Cocktail even without the badge. Badge controls will be done only for the scientific sessions.

16. What methods of payment do you accept?

We accept credit cards (Visa, Mastercard and American Express) and bank transfer. Payments must be made in Euro only. Cash payments are accepted only onsite

Until May 22 – credit card (Visa, MasterCard and American Express) and bank transfer

From May 23 to June 6 – credit card (Visa, MasterCard and American Express) only and we cannot accept payments made by bank transfer or cheques

Cash (EUR only) is accepted only from June 2 to 6

17. Do you accept other currencies?

We accept Euro only, however when a congress is held in a Country that does not use them, we accept local currency for onsite registration and cash only.

18. Do you offer any discounted fees?

Yes, we offer a discounted fee to all ERA-EDTA members who have regularly settled their membership fee. We also offer a discounted fee for students and trainees

19. How can I prove my student/trainee status in order to register onsite?

You need to ask your hospital /university a letter from your mentor on official letterhead, which confirms your status of student/trainee. All letters must be in English and must be given to the hostess at the onsite registration counters or downloaded during the online registration together with the other requested documents needed to pay this fee.

20. Can I cancel my pre-registration and receive a reimbursement?

Yes, within the set conditions and deadline (May 11, 2017). We must receive your cancellation by e-mail and the registration fee will be refunded deducted of 25%. Bank charges will also be deducted.

21. When I finished my online registration I received an e-mail: is this my confirmation?

If you pay by credit card you will receive the confirmation letter with a barcode. Please print this letter and take it in Madrid in order to pick up your badge and congress material.

If you pay by bank transfer you will receive the confirmation letter only after we receive the full payment

22. Does the registration include lunch/dinner/transportation tickets?

No, it does not include any of the above.

23. Has a shuttle bus been organised between the hotels and the congress centre?

No, a shuttle bus has not been organised.

24. I wish to register a group of guests: can I send a list by e-mail?

No. We accept only online registrations. In order to register your guests, you must download the excel spreadsheet at step 1 of the online registration procedure, fill it in and upload it in the system as soon as it is ready.

25. I have registered a group of guests and now I must add more: how can I do this?

You can send your request to the ERA-EDTA Congress Office with your new list attached using the same excel format. We shall then give you all instructions on how to proceed with the new registration and payment.

26. I do not have the details of all of my guests: can I pay now and send the details at a later stage?

No, unless you book a blank list registration by the set deadline. Check all information, fee and deadlines in the "Group registrations (blank list)" section.

If you do not book a blank list, then both registration AND payment must be received at the same time: check full set of rules for more information regarding this matter.

27. Can I register onsite directly in Madrid?

Yes. It is possible to register each day of the congress, including June 2, 2017. For all information, check the onsite rule policy.

These FAQs do not answer your questions?

Contact us: registrations@era-edta.org