

FREQUENTLY ASKED QUESTIONS ABOUT CONGRESS MEMEBRSHIP REGISTRATIONS

1. I have become a member (category A or B) of ERA-EDTA very recently and I cannot find my membership number.

This number is printed in the email confirmation that was sent to you when you applied, and paid, for your category A/B ERA-EDTA membership. If you have not received this confirmation or still have problems finding your membership number, please contact the ERA-EDTA Membership Office: membership@era-edta.org

2. I am a member of ERA-EDTA (category A or B) but when I type my membership number in the form the system says that my status is not regular.

Verify that your name is spelled exactly as it is in your 2019 membership card in the restricted area of the ERA-EDTA website.

You have not settled your current membership fee: once you have paid your membership fee this problem will no longer occur.

3. If I become an ERA-EDTA member (category A or B) after I register for the Congress, can I ask for a refund?

No. ERA-EDTA members (category C) submitting and paying their congress membership fee will not be entitled to reimbursement if, at a later stage, they become members (category A or B) or if, despite being active members (category A or B) they incorrectly register for the Congress as members (category C). Once the registration has been processed it cannot be changed or reimbursed for this reason.

4. I have made my online registration before March 27, 2019 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 specific Congress membership Registration fee linked to that deadline. Your registration will be held in "stand-by" until you pay the difference between the two fees. You will receive your valid confirmation only after settling the full amount due.

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

Yes. The only exception related to the fees to be paid within the set deadline for the Early Congress membership registrations is precisely the case of people who have an accepted abstract and have not registered before the deadline. In this case you will be able to register after March 27, 2019, but within May 23, 2019, and still pay the Early Congress membership registration fee. You will find the full details about this matter 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 it 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 (for individual registration only)?

No. Each registration is strictly personal. In this case your registration will be refunded by ERA-EDTA (following the cancellation policy terms <http://www.era-edta2019.org/registrations>), and your colleague will have to make a new registration.

8. I registered for the Congress well in advance, but now I cannot attend. Can I transfer my registration to a colleague (for individual registration only)?

No. Each registration is strictly personal and cannot, at any time, be transferred to another person. If it is an individual registration you can ask for a refund (following the cancellation policy terms <http://www.era-edta2019.org/registrations>).

9. I have registered a regular group. One participant of my group cannot attend the congress. Can a make a name change? Or cancel the registration?

If you have paid a regular group registration you can:

- ask for a refund (following the cancellation policy terms <http://www.era-edta2019.org/registrations>).
- make name changes that will be subject to a fee of EUR 100 for each change (payment by credit card only and name changes to be done directly from the congress restricted area).

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

No. Cancellations must be sent in writing (post, e-mail). For all rules regarding cancellations please make reference to the cancellation policy terms <http://www.era-edta2019.org/registrations> .

11. I have cancelled my registration well before May 15, 2019 but I have not yet received the refund I was promised.

All refunds are done only after the Congress. Click here for more information <http://www.era-edta2019.org/registrations> .

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

Yes, you can pre-register by using the online system for one day starting March 28, 2019. You can also register directly at the Hungexpo in Budapest starting from June 12, 2019.

13. Can I send a cheque to pay my Congress membership 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.

14. Can I participate to the Opening Ceremony/Welcome Cocktail/session without a badge?

All people attending any session/event at the Congress must have a badge, therefore, it is strongly suggested that all participants register prior to the session/event they wish to attend.

15. What methods of payment do you accept?

We accept credit card (Visa, Mastercard and American Express) and bank transfer. Payments must be made in EUR only. Cash payments (EUR only) are accepted only for payments done onsite. Payments done by cheque will NOT be accepted. Below is a description of the various types of payment methods accepted according to set dead-lines:

- Until June 3, 2019: credit card (Visa, MasterCard and American Express) and bank transfer.
- From June 4 to June 16, 2019: credit card ONLY (Visa, MasterCard and American Express).
- From June 12 to June 16, 2019: credit card (Visa, MasterCard and American Express) and cash (EUR only).

16. Do you accept other currencies a part from EUR?

No, we only accept EUR.

17. Do you have a discounted fee for participants living in low income countries?

Yes, we offer a discounted fee for ERA-EDTA members (category A and B) coming from low income countries but only if the registration to the Congress is done **within March 27**:

[www.era-edta.org/Special Discounted Annual ERA-EDTA Membership Fee List of Countries.html](http://www.era-edta.org/Special_Discounted_Annual_ERA-EDTA_Membership_Fee_List_of_Countries.html)

18. Do you offer any discounted fees?

Yes, we offer a discounted fee to all ERA-EDTA members (category A and B) who have regularly settled their current annual membership fee. We also offer a discounted fee for students and trainees **(up to 29 years old and also up to 35 years old)**.

Please note that students younger than 28 years of age can attend the Congress without having to pay a fee.

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

You need to ask your hospital /University for a letter from your mentor, written on official letterhead paper, which confirms your status of student/trainee. All letters must be in English and must be verified to the hostess at the onsite registration counters or uploaded into the online registration system during the online registration procedure together with the other requested documents that are needed to allow people to pay this special discounted fee.

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

No. The official confirmation letter can only be downloaded from your Congress restricted area <http://www.registration.era-edta2019.org/ra/login.php> and is NOT sent by mail.

The official confirmation letter downloaded from the Congress restricted area is essential to print/collect your badge at the Congress: please print this letter and take it in Budapest in order to print your badge (this is done by scanning the bar code that is in the confirmation letter) and collect your congress material at "Badge print and Bag distribution" desk.

If you pay by credit card the letter can be downloaded from the Congress restricted area as soon as the registration procedure is done, if the payment is instead done by bank transfer you will be able to download the confirmation letter from the Congress restricted area only after we receive the full payment.

21. Does the registration fee include lunch/dinner/transportation tickets?

No, it does not include any of the above.

22. Is there a shuttle service to and from the congress centre?

No, a shuttle bus has not been organised.

23. I would like to register a group of guests: can I send a list by e-mail?

No. We only accept registrations done by using the specific online application. 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 <http://www.era-edta2019.org/registrations>

24. I want to register a group of guests but 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. Additional information, fees and deadlines are available 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 the full set of rules for more information regarding this matter <http://www.era-edta2019.org/registrations> .

25. Can I register onsite directly in Budapest?

Yes. It is possible to register each day of the congress. For all information, check the onsite rule policy <http://www.era-edta2019.org/registrations> .

26. I have already registered (individual or group registrations) only for the congress on June 14-15-16 but I would like to add a CEPD courses on June 13. Is it possible to add CEPD course/s after having completed online registration?

Yes, you may login to your Congress restricted area and add / pay (only by credit card) the CEPD (max 2 courses) of your choice <http://www.registration.era-edta2019.org/ra/login.php>

Do you have any other questions?

Contact us here: registrations@era-edta.org