



REGISTRATION FREQUENTLY ASKED QUESTIONS

Q. How do I register for the Congress?

A. Individual registrations can only be made online, please register at: <https://cm.tts2020.org/users/register> You will need to create a user account. If you already have one, simply log in by clicking on the top right corner. If you are a TTS Member the log in details were sent to you, otherwise visit this page to obtain them: <https://www.tts.org/member-area/tts-2020-access>. Check our 'How to Register' Guide for more details.

To register a group of twenty (20) delegates or more, please contact the Registration Coordinator at registration@tts.org.

Q. What are the registration fees?

A. A complete list of the registration fees is available here: <http://www.tts2020.org/registration>. The Congress fees vary depending on your category (member, non-member, student/fellow/trainee and allied health professional) and the time of purchase.

Early bird deadline is July 10, 2020. Standard fees deadline is August 10, 2020; and late/onsite fees will apply as of August 11, 2020.

Students/Fellows/Trainees and Allied Health Professionals need to provide proof of their status.

Q. How can I register as a Member?

A. If you are a TTS Member you should have a profile already in our Conference Manager System. To obtain your log in details log in into our membership portal at <https://www.tts.org/member-area/tts-2020-access>.

To validate the reduced member fee, you must be a member in good standing of The Transplantation and/or the Korean Society for Transplantation. Membership dues for 2020 must be paid by August 10th, 2020 (the latest) in order to qualify for the reduced registration fees, otherwise higher fees might apply.

Questions about membership?

TTS Membership: Jennifer Varga at membership@tts.org or +1.514.874.1717 ext. 215

KST Membership: E-mail: mykst@chol.com or +82.2.484.8052

Q. How are considered Allied Health Professionals?

A. It's comprised of various members of the transplant multidisciplinary team including nurses, dietitians, psychologists, administrators, social workers, physical therapists, pharmacists, nutritionists, program coordinators and others who do not have a medical degree.

Q. How do I show proof of my status?

A. If you are registering as Student/Fellow/Trainee and Allied Health Professional, you must provide proof of your status in order to grant you the reduced registration fee. The letter or ID must be submitted in English in our website, under the 'Student/Allied Health Validation' module, right after you've completed your registration.

Q. What is included in the registration fees?

A. Registration benefits vary depending on the registration type and category:

- TTS 2020 Congress: Access to congress sessions, access to exhibition area, Congress materials (printed program and web app), day time refreshment breaks and lunches, and attendance at the Welcome Reception.
- Korean Society of Transplantation (KST) Symposium: Access to KST Pre-Congress sessions on September 12, 2020, from 08:30-17:00, and the KST Live Surgery (Liver) session on September 13, 2020, from 08:00-12:00. KST Pre-Congress materials, Day time refreshment breaks.
- Post-Graduate Course (PGC): Access to PGC sessions, PGC materials, day time refreshment breaks and lunch, and attendance at the Welcome Reception
- Pre-Congress Workshops (PCW): Access to the PCW sessions, PCW materials, day time refreshment breaks and lunch, and attendance at the Welcome Reception

Congress participants are responsible for covering all Congress and travel expenses, such as plane tickets, accommodation, 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 12, 2020. The registration fees increase after this date.

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

A. Participants who have a role in the program must complete the online registration and pay any applicable fees. Abstract Presenters must be registered by June 15, 2020. All Invited Speakers are required to register by June 12, 2020.

Participants who will simply attend and do not take part in the Congress program can register online until August 10, 2020. After this date, participants may register onsite starting September 12, 2020.

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 by cheque and wire is August 1, 2020. After this date, all payments must be done by credit card. Please note that we do not accept AMEX.

Q. How do I get an invoice?

A. As soon as you register, you will be able to print, save (as pdf) or email the invoice. Via your dashboard, you may retrieve an invoice regardless if your fees are paid or outstanding.

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. Click on the 'Alternate Billing Address' module to do so. Please add the correct billing address before confirming the registration, as changes cannot be made once the registration is confirmed.

Q. How can I register a guest or companion to the Congress?

A. We offer an Accompanying Person registration which includes access to the following social events: Opening Ceremony and Welcome Reception on September 13, 2020; and the Networking Events on September 15, 2020. Early bird/Standard fee is US\$175 and the Late/Onsite fee is US\$200.

Note: The minimum age for children is 12 years old, and while they have complimentary access to the congress events, they must be accompanied by their parent at all times.

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'. If you have already confirmed your registration, please send an email to the Registration Coordinator at registration@tts.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 September 12, 2020. The late/onsite registration fees will apply.

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

A. No, when you complete your registration you are able to print, save and email your invoice. When you have paid your registration, then it is confirmed.

Please note that Students/Fellows/Trainees and Allied Health Professionals need to provide proof of their status in order to grant them the reduced registration fee. And TTS and KST members must have paid their 2020 membership dues to be eligible to the reduced registration fee. Otherwise higher fees will apply.

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 registration@tts.org on or before July 20, 2020. Cancellation requests received on or before this date will be refunded less a 25% of the registration as administrative fee, and the refund will be processed after the Congress. There will be no refunds for cancellation notices/requests received after July 20, 2020. No refunds apply for no-shows.

Q. How can I transfer or modify my paid registration?

A. All substitution requests must be submitted to the Registration Coordinator at registration@tts.org. 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 substitute delegate needs to create a user

account and register for the Congress, but must not pay since the fee will have been transferred from the original delegate. The substitute delegate will need to pay the administration fee of US\$75, and if applicable, the difference in cost for a higher registration category. No refund applies for a lower registration category fee.

All modifications must be submitted to the Registration Coordinator before August 10, 2020. An administration fee of US\$25 will apply for requests received after this date.

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' option 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. The Letter of Invitation for Visa is available to registered and fully paid participants only.

Q. What are the social events during the Congress?

Welcome Reception	Sunday, September 13 at 18:30	Included in Registration Fee
Young Delegate Networking Cocktail	Sunday, September 13 at 20:15	Reservation fee of US\$30
Women In Transplantation event	TBD	Reservation fee of TBD
Congress Networking Event	Tuesday, Sep-15 at 20:00	US\$110 per person

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.