

# FAQ

**Q: If I submit an Abstract do I have to attend the conference?**

A: Presenting authors must be registered participants. Only abstracts of authors who have paid their registration fees by 28 March 2024 will be scheduled for presentation and included for publication.

**Q: What are this year's topics for Abstracts?**

A: Please visit our Abstract page clicking [here](#). Then choose View the Abstracts Topics.

**Q: How can I make changes to an abstract I have already submitted?**

A: Changes will not be possible to your abstract after it is submitted.

The submission form allows you to store your abstract as a DRAFT until the deadline. After the deadline if not submitted, drafts will be deleted.

**Q: I have submitted an abstract, when will I know if it has been accepted?**

A: Only after all abstracts have been reviewed and allocated by the Scientific Committee will notifications be sent to the abstract submitters.

**Q: I am having trouble logging into the abstract submission system – my username/password is not working**

A: Please try one of the following options via the [abstract submission page](#):

1. In case you are using "Internet Explorer", please try other internet browser e.g. "Google Chrome" or "Mozilla"
2. When you copy and paste your user name and password please make sure there is no extra space at the beginning or the end of them
3. In case your password contains the letter "0" please make sure you do not type "0" (Zero) instead of the

letter "0"

4. Please note that the username or ID received when registering for the congress is different to the abstract submission. Please use the abstract submission username or "create new account"

**Q: How do I register for the Conference?**

A: In order to register for the Conference, please [click here](#).

**Q: How can I pay the registration fees?**

A: Payment of registration fees can be made by credit card or bank transfer. For full details please [click here](#).

**Q: Can I receive an invoice under the sponsoring Company/Hospital's name?**

A: Yes. During the registration process, you are required to insert Invoice Details, this information will appear on the invoice you receive by email when completing the registration process.

**Q: Can I register for the Conference without paying?**

A: Yes, but your registration will be confirmed only when full payment is received.

**Q: Can I register before the early fee deadline and pay later?**

A: In order to benefit from the early fee registration discount, payment must be received before the deadline.

**Q: Can I register onsite?**

A: Yes. Onsite registration is available during the Conference days. Onsite fees will apply

**Q: What does my registration fees include?**

A: For full detailed entitlements, please check the [registration page](#).

**Q: Will I receive a confirmation letter after I have finished registering?**

A: Yes. A detailed confirmation letter and receipt will be

sent to you by email as soon as payment is received, and registration is completed. You may use this confirmation letter for visa application purposes.

**Q: How can I find out information about hotels and their rates for this Conference?**

A: Kenes International is offering Conference participants specially reduced rates for various hotels around the Conference venue. Information, pictures, location, and rates are available on the [hotel accommodation page](#).

**Q: How can I book my room, and should I pay in advance?**

A: In order to book a room, please click [here](#) to book online. Please note that full payment is required upon booking.

**Q: Will I receive hotel confirmation?**

A: Yes. A detailed confirmation will be sent to you by email as soon as the booking is confirmed, and the payment is received.

**Q: Can I book a hotel room without registering for the conference?**

A: Yes. You can book your room without registering by clicking on the "Booking" button of your chosen hotel available on the website via the [hotel accommodation](#) page. If you need further assistance, please email the Hotel Accommodation Department.

**Q: How can I book rooms for a group?**

A: For group booking (5 rooms and more) please fill in the Group Bookings form available on the [accommodation page](#) or contact the Hotel Accommodation Department. Different payment and cancellation conditions apply.

**Q: Can I cancel my hotel booking?**

A: Cancellation deadlines apply for each booking request and depend, among other factors, on the service type, the travel supplier, dates of travel etc. For more information, please contact the Hotel Accommodation Department.

**Q: How do I apply for a visa?**

A: Visa regulations depend on your nationality and country of

origin. We suggest you contact your local Singaporean Embassy for official instructions on the specific visa regulations and application procedures that may apply to you. It is the responsibility of the participant to obtain a visa if required.

Check [here](#) if you need a Visa.

**Q: Where can I get a conference invitation letter so that I can apply for a visa?**

A: Invitation letters for visa purposes are available only to registered participants. The option to issue an invitation letter is available within the registration process. At the end of the registration process, you will be able to generate an invitation letter, and you will also receive a confirmation email with a link to the invitation letter.

**Q: Is it possible to send an official invitation letter directly to my local Consulate?**

A: Unfortunately, we are unable to send invitation letters directly to consulates. Invitation letters are prepared solely for individuals and are mailed directly to them.

**Q: Can the organization intervene or speed up the Visa application process?**

A: The sole authority to approve or deny visa applications is [ICA](#).

We do not have any power or influence over it.

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