

# 2018 ICPE FAQ

## Questions about the meeting location

**Q: Where and when is the 34th<sup>d</sup> ICPE taking place?**

*The 34th ICPE is taking place Wednesday, August 22 – Sunday, August 26, 2018 in Prague, Czech Republic at the Prague Congress Centre.*

## Questions about registration

**Q: What is VAT (Value Added Tax)?**

*A: The Czech Republic government assesses a 21% VAT on all registrations, courses, and social events at the ICPE 2018. The 21% VAT is built into registration, courses and social events rates. Online registrants will see the 21% assessed in their cart upon checkout. Registrants may be eligible for a VAT refund after the meeting; to receive a VAT receipt subsequent to registration, you **must** enter your VAT number when registering.*

**Q: Normally, when I register for the annual ICPE meeting, a membership is included in the registration. Is that available this year?**

*A: Yes, all registrations (except one-day registration) include a membership in the Society from July 1, 2018-June 30, 2019. If you are a current member, your ICPE registration will automatically renew your membership through June 30, 2019.*

**Q: I am not sure if I qualify for the “special” rate.**

*A: An individual must be a citizen of and currently live in a country classified as High, Medium or Low Human Development as identified by the United Nations (Source: Human Development Report 2016). [Click here](#) to see list of qualifying countries. If your country/region is not listed, or you are still unclear, please contact the ISPE office via email ([info@pharmacoepi.org](mailto:info@pharmacoepi.org)).*

**Q: I renewed my membership, but now want to register to attend the 2018 ICPE. Is it too late to add a registration?**

*A: Please contact the ISPE Membership and Meetings Registrar via email ([jtarr@paimgmt.com](mailto:jtarr@paimgmt.com)), stating that you wish to add a meeting registration to your renewal and attach the PDF registration form to indicate payment.*

**Q: I submitted my registration, but now I want to add a pre-conference course. How can I do that?**

A: You can now add a course yourself through our new registration system. [Log back in](#) with your ID and password. (Forgot your password, click "Forgot Password") No changes to course selection will be permitted after July 31, 2018.

**Q: I submitted my registration and now I realize that I registered for the wrong pre-ICPE course. How can I make a change?**

A: As above, you can now change a course yourself through our new registration system. [Log back in](#) with your ID and password. (Forgot your password, click "Forgot Password") No changes to course selection will be permitted after July 31, 2018.

**Q: When do I receive a confirmation?**

A: Immediately after registering.

**Q: I tried to register online, but I received an error on the method of payment page where I would submit my registration. I tried to start over, but the program keeps taking me back to that last page to submit registration. How can I return to the first page?**

A: You will need to clear your web browser's history (which varies depending on the browser you are using. Typically, this is done by going to Tools, Internet Options, Clear Browsing History (including data that has been entered into forms, cookies, and history). We recommend Mozilla FireFox or Google Chrome when registering. We do not recommend Internet Explorer.

If you continue to experience difficulties, please contact our Meetings Registrar, Jennifer Tarr, at [jtarr@paimgmt.com](mailto:jtarr@paimgmt.com).

**Q: I tried to register online; however, my credit card was declined. I know the card is good. What should I do?**

A: Please double check that the billing zip code that you entered matches the billing zip code registered to the card. If you are using a **debit card**, we have found that sometimes there are problems with our processing system. You may need to use a **credit card**, or send a check with payment (in US Dollars).

Your registration will be accepted as of the date payment is made, **not** when a registration form is received.

**Q: I have requested payment from my organization to be sent directly to you, but I want to send ISPE my registration form now. What should I do?**

A: You may do so; however, you will **not** be registered until ISPE receives payment. Also, to take advantage of the lower rates (Early Bird or Advance), the payment and the registration form must be in our office by the deadline – we cannot extend the Early Bird or Advance registration deadlines.

**Q: My organization would like to pay for my registration by a wire transfer, but we cannot find any information about how to do so on your website. What can we do?**

June 21, 2018

*A: ISPE accepts wire transfers only for registrations totaling a minimum of USD3,000.00, and will include a USD150.00 bank fee. (ISPE's bank charges the Society a fee to receive and send wire transfers.) If your registration is at least USD3,000.00, please send it in to our offices, along with a request for wire transfer information, and instructions will be forwarded to you. If your registration is less than USD3,000.00, payment must be made by credit card or bank check, made payable in USD. Please note, the wired amount received must equal the total cost (including the wire transfer fee) in USD.*

**Q: What is the definition of a “student/recent graduate” for the purposes of registering?**

*A: If you register as a student/recent graduate (received a degree from an institution within the last 3 years of the start date of the meeting), we require proof of your status. We will accept (1) a letter from your Program Director stating the beginning and ending dates of your program, (2) a photocopy of your student identification showing an ending date, or (3) a photocopy of your graduation diploma showing the date you graduated.*

**Q: My scholarship will not cover my travel costs. Can I apply for additional funds?**

*A: There was a large interest in the 2018 ICPE scholarship program. The ISPE Scholarship Committee has distributed all ISPE Board allocated funds for scholarships; there are no additional funds available for the 2018 ICPE. ISPE will not be re-opening the scholarship application or accepting requests for new/additional money. We hope that you can find additional funds from other sources.*

**Q: I would like to bring a guest to the social event/welcome reception. How can I register them?**

*A: When you register to attend the meeting, there is an option to register a guest for the social events at an extra cost. Please complete this information at the same time you complete your registration. No one under the age of 18 will be admitted to the Social Event.*

**Q: I would like a certificate of attendance.**

*A: Certificates of attendance will be available upon successful completion of the meeting survey, which will be emailed to all attendees after the meeting.*

## Questions about getting to the 2018 ICPE/Prague

**Q: What is the best airport to fly into for the meeting?**

*A: The closest airport Václav Havel Airport Prague (PRG), formerly Prague Ruzyně International Airport.*

**Q: As part of my visa application, I was told I needed a letter from the conference organizer. How can I obtain a letter?**

*A: To obtain a letter from ISPE for your travel visa application, visit our [Letter of Request form here](#) and fill out all the information. Please note, you can only request a letter after you have registered for the meeting. If you require the letter at a certain time, please note that in the application.*

**Q: Will ISPE mail my visa letter for me? I need an original letter and signature.**

*A: If you require ISPE to submit a visa letter with an original signature or on original letterhead, you will be required to send, in advance, the addressed and pre-paid envelope for the visa letter, or to pay for the postage (including express service such as Fedex) for the letter. Note this request in [the Letter of Request form](#).*

**Q: Can ISPE help me complete my visa application?**

*A: No, ISPE staff is unable to provide visa application support except to submit a letter confirming your meeting registration.*

**Q: Do I need a visa to attend the 34<sup>th</sup> ICPE?**

*A: Please visit the [Government of Czech Republic website](#) for more details and information.*

## Questions about Prague and the meeting venue

**Q: What are my options for travelling to the congress centre?**

*A: There are several different and convenient ways to get to the centre. Visit their [travel options webpage](#) for specific information.*

**Q: Do you have any recommendations for places to see or things to do in Prague?**

*A: We do! Check out the [34<sup>th</sup> ICPE Hotel/Travel page](#) for recommendations*

**Q: Does ISPE have a room block with reduced room rates?**

*A: We do! Check out the [34<sup>th</sup> ICPE Hotel/Travel page](#) for the latest updates on our hotel room block. As a reminder, our block is first-come, first-served, so the earlier you book a room the better. Also, please note the hotel's cancellation policies when booking. Make your reservation today; our room blocks are limited!*

**Q: I was contacted by a third party, claiming to be working with the ICPE conference and offering lower hotel rates to one of the hotels listed on your website. Should I work with this company, or can I get a lower room rate at the hotels?**

*A: Hotel reservations should only be made directly with the hotels recommended on the ISPE website. The hotels will not contact attendees to solicit reservations. ISPE has not contracted with any management company for reservations; **if you are contacted by a third party offering to help you with room reservations, or offering you a lower room rate at any of the hotels listed, it is most likely fraudulent and we do not recommend responding.** The rates offered by the hotels, as listed on the ISPE website, are the lowest rates available to our attendees. ISPE is not responsible for any damages associated with contracting with a third-party reservation service that may or may not claim to be associated with ISPE.*

## Questions about abstract selection

**Q: I have questions about my oral presentation or poster presentation for the 2018 ICPE.**

*A: Please refer to your acceptance letter, which provides information about oral presentations or poster presentations. In addition, please refer to the Poster/Presenter Guidelines on the ICPE website for more details*

**Q: How do I review the status of my abstract?**

*A: CTI (ISPE's abstract processor) has sent the initial notifications regarding the status of all submitted abstracts. If you have not received an email, please contact CTI Support via email at [c4a@support.ctimeetingtech.com](mailto:c4a@support.ctimeetingtech.com). A second notification was sent to the **submitters** of all accepted abstracts the week of June 18<sup>th</sup>.*

**Q: I have a question about a submitted abstract and have contacted CTI, but I still have not heard anything. Is there someone else I can contact?**

*A: Notices of acceptance and rejection were sent to the email provided on the abstract submission form for the abstract **submitter**. If you have not received a notification, please send an email to the ISPE office ([info@pharmacoepi.org](mailto:info@pharmacoepi.org)) – in the subject line write “Status of Abstract – UNKNOWN”.*

**Q: When will I find out when my oral presentation is scheduled during the meeting?**

*A second notification has gone to those who have accepted their invitation letter the week of June 18. This notification will include the time, date, and additional details of the presentation. The email will be sent to the person who submitted the abstract.*

**Q: I volunteered to serve as a moderator, when will I receive more information on my status?**

*Moderator notification letters will go out in late June with more information and specific follow-up dates.*

**Q: I have a late-breaker abstract that I would like to submit for consideration at the meeting. How can I submit it for consideration?**

*ISPE will not accept late-breaker applications for the 2018 ICPE.*

## Questions about meeting presentations and courses

**Q: If I register for the meeting will I be able to access online content from the meeting?**

*A: Yes, all registrants (except one-day registrations) and all ISPE members will have access to the recorded content from this meeting and past meetings from ISPE's Learning Center after the meeting*

**Q: Will there be a career fair at ICPE?**

*A: There will not be a career fair. However, there is an opportunity to talk informally with representatives of pharmaceutical companies and service providers. Also, organizations may post job opportunities on a bulletin board located near the registration desk after approval by ISPE staff at the ISPE Registration Desk.*

**Q: Is the agenda for the meeting on the website?**

*ISPE is constantly updating the meeting agenda on our website to provide the latest information. Please check back regularly to see our most up-to-date information.*

**Q: Does ISPE have a meeting app?**

*The ISPE website is mobile-friendly. You can personalize your schedule right from your tablet, phone, or desktop! ISPE will be unveiling the new options closer to the meeting, so keep checking the site for more information on how to use the new site to personalize your ICPE experience.*

**Q: Is there a conference hashtag for Twitter/Facebook/Instagram?**

*The official hashtag for the conference is #ICPEPrague ISIT?*

**Other questions? Please contact the ISPE Office**

Phone: +1.301.718.6500

Email: [info@pharmacoepi.org](mailto:info@pharmacoepi.org)