REGISTRATION AND PAYMENT QUERIES

How do I register for the event?
Bookings can only be made via the website [registration page](#). We are not able to take any registrations over the phone but if you have any problems making your booking online please call +44 (0)20 8267 4064 to speak to a member of the customer services team.

When and where will State of the Art 2021 be held?
The virtual conference will take place 6-8 December 2021, via a digital event platform.

How do I register a group?
If you are looking to make a group booking for the conference, at the beginning of the registration process please choose one of the following: 'Registration contact is not attending, but there are other attendees' or 'Registration contact is attending along with other attendees'.

We can only accept card payments for bookings under £800. For group bookings above this amount payment is available via invoice until Sunday 24 October 2021.

How can I pay for my registration?
If you have opted to pay via invoice the booking confirmation email will include a copy of the invoice (plus VAT as applicable). The full conference fee must be paid, in clear funds and in accordance with the instructions set out in the invoice, within 30 days of the date of the invoice or before the event date, whichever is earlier. If your company uses Purchase Order Numbers, please supply this at the time of booking as failure to do so may cause problems with your booking. If at a later date you wish to pay your invoice by credit card, please call the phone number at the bottom of the invoice. Payment for your place at the event must have cleared before your registration badge will be emailed to you.

If you have opted to pay via credit card upon registration you will receive an email confirmation from Stripe and a VAT receipt will be emailed to you. If you are booking within 6 weeks of the event (after 24 October) we will require payment by credit card. Please note that we only accept MasterCard and Visa. American Express cannot be accepted.

If this causes difficulty then please contact our customer services team on +44 (0) 208 267 4064 or email ics@haymarket.com. Please note we do not accept cash or cheque payments.

When will I receive confirmation of my booking?

Once you have made your conference registration, a booking confirmation will be emailed directly to the delegate. Please ensure we have up-to-date contact information and check your junk mail to ensure this email has not been blocked.

You will also receive an email a week prior to the conference with joining instructions.

Can I transfer my place to someone else?
Substitute delegates are welcome at no extra charge but we require you to advise us of any substitutions (including full contact details, dietary and accessibility requirements) no later than Monday 8 November 2021.

Can I cancel my registration?
Cancellation of registrations must be received in writing to ics@haymarket.com.

Cancellations received will be refunded at the following rates:
- On or before 5 September: we will refund the full amount less a £45 administration fee. If the delegate fee is less than £45 we regret that no refund can be made.
- Between 6 September and 7 November: we will refund 50% of the registration fee. If the delegate fee is less than £45 we regret that no refund can be made.
- From Monday 8 November: we regret that no refund can be made.

Can I share my place at the digital event?
No, all tickets are per person.

Can I register for a one-day ticket?
All delegate tickets provide access to the online conference platform for the full three-day conference, plus on demand access.

Do you offer any early registration discounts?
Discounted super earlybird rates are available until 30 July 2021. Earlybird rates will then be available until 24 September 2021.

ATTENDING THE EVENT

Do I need to book sessions in advance?
All sessions are open to all registered delegates. You do not need to pre-book sessions to join.

When will I receive joining instructions?
Joining instructions will be sent to your registered email address one week prior to the conference. Please ensure your contact information is up to date. If you have not received this information, please email ics@haymarket.com with your booking reference number.

Is there anything I need to be able to access the online event?
All you need is a good wifi connection to access the online event platform. You do not need to download anything (including Zoom) or have a web camera to participate.

For the best user experience, we recommend using Google Chrome, Firefox or Safari internet browsers. Internet Explorer and Edge are not recommended. The online event platform can also be accessed via a mobile or tablet device, but we recommend using a desktop or laptop to make the most of your experience.

Please check your organisation security policies to ensure pop ups are not blocked as this functionality is required for the live sessions.

What if I have special requirements?
If you have any particular requirements, disabilities, or any other needs we should be aware of, there will be an option to specify when you register for the event. Alternatively, please email ics@haymarket.com as soon as possible.

Will I have the opportunity to ask speakers questions?
All delegates have the opportunity to submit questions during sessions with a live Q&A. A user guide will be provided with your joining instructions. If watching on demand, you will not be able to take part in Q&A.

Are there any networking opportunities?
You will have the opportunity to send direct chat messages and request video calls with other delegates. If you do not want to be contacted by other users, this can be disabled via 'My Profile'. You can post comments via an open chat feed while watching each session. There is also a social wall where you can post text and images for all users.

Where do I view the Scientific Posters?
The poster programme will be available via the event platform. Users can browse the programme, search by poster number/title and filter by topic. Each poster will include an abstract, PDF poster, authors and, where applicable, oral presentation videos.

What happens if a speaker cannot present?
Occasionally, speakers are prevented from presenting for personal or business reasons. Although we do endeavour to find suitable replacements of a similar calibre, we cannot guarantee any specific case studies, speakers or sessions. We appreciate your understanding and ask you to check the website regularly for updates.

Will my personal information be displayed on the online event platform?
Your name, job title and organisation will be visible to other delegates. You can amend these details, add contact information or hide your profile from the delegate list and select whether other delegates can network with you, when you first login. These settings can also be amended via 'My Profile' at any stage.

Will my details be shared with sponsors and partners?
State of the Art event sponsors and partners may want to share information and news about products and services with you, if you have viewed their sponsored content. Haymarket Media Group, organisers of ICS conferences and events, takes your privacy seriously. Sharing your details with sponsors and partners is always your choice and you will always be provided with a clear opportunity to indicate if you would prefer us not to share this

information during registration. If you would like to change your preferences please email us via ics@haymarket.com.

AFTER THE CONFERENCE

Will I receive a certificate of attendance?
Certificates of attendance will be sent to your registered email address 7 working days after the event.

We recommend that you keep note of the sessions you attend at the conference. Conference sessions can be added to your personalised schedule and downloaded to your calendar.

Will the conference be available on demand?
Conference and poster programme will be available to registered delegates for six months post-event. Full details on how to access sessions on demand will be emailed to registered delegates post-event.

Can I get copies of the materials presented at the conference?
We request permissions from all of our speakers to make their session available to re-watch and presentation slides available to download post-event, but not all speakers give us permission to do so. Some speakers may provide abridged versions. What we are legally permitted to publish online, will be made available to you as soon as possible. This tends to be within one week of the conference.

How can I give my feedback?
All event attendees will be emailed a feedback questionnaire after the event. You will also have the opportunity to give basic feedback about sessions via the event platform. If you would like to give any additional feedback or suggestions, please email ics@haymarket.com.

SPONSORSHIP AND EXHIBITING AT THE CONFERENCE

Are there any sponsorship and partnership opportunities available?
To find out how to become a sponsor or exhibitor and to hear about our customised packages which offer you a full range of promotional opportunities, please contact Joy Clarke, Sales Director via joy.clarke@haymarket.com.

More information for Sponsors and Exhibitors is also available via the website.

MY QUESTION HAS NOT BEEN ANSWERED HERE, WHO DO I CONTACT?
Please contact ics@haymarket.com.

Please note, the above FAQs may be subject to change to adhere to any new COVD-19 restrictions and social distancing guidelines in place at the time of the event.

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