



Frequently Asked Questions

Cancellation Policy

All statements are required in writing. Oral agreements are only binding when these are confirmed by Intercongress GmbH in writing or via e-mail and without delay.

For alterations of reservations or any other invoiced item an administrative charge of 20,00 EUR will be charged.

A cancellation charge of 50,00 EUR will be charged for cancellations until **4 August 2020**. The fee for congress participation will not be refunded, even in case of non-participation, if a cancellation is not received in time. A refused visa application is no reason for refund.

Alternative participants are readily accepted for an administrative charge of 20,00 EUR. No reimbursement will be made in case of cancellation of a social programme from a participant.

Group Registration

Group bookings are possible with a minimum number of 10 participants. The usual registration fees apply. If you would like to register a group, please contact Marc Dittes via e-mail (marc.dittes@intercongress.de).

Letter of Invitation

If you require an invitation letter as part of your visa application, you can request one during the online registration. No letters of invitation will be issued without a completed and paid registration.

Name Badge

Please make sure to have the Badge Print Code page of your booking confirmation available upon arrival at the congress venue, in order to use the print stations to receive your badge and vouchers on-site.

Payment

The payment has to be done in advance.

During the registration, there is no debit but a reservation made on credit cards. The amount will be charged after validation of your registration by Intercongress GmbH.

Payments from Germany can be processed with SEPA as well. A payment via VISA or MasterCard is possible for all countries.

For any alternative payment method or problems during the payment process within the online registration please contact Marc Dittes (marc.dittes@intercongress.de).

Reservation

No reservations are accepted: every booking is binding.

Waiting list

There is no limited space concerning congress participation. In case of fully booked courses, workshops or social programmes there is no waiting list.