

FAQ

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 do I apply for a

visa?

A: Visa regulations depend on your nationality and country of origin. We suggest you contact your local Consulate for full and official instructions on the specific visa regulations and application procedure that apply to you.

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: Where is the Conference taking place?**

A: The conference will take place at the Swissotel The Stamford – Raffles City Convention Centre, 2 Stamford Road 178882, Singapore. For more information on the venue please visit the conference venue [website](#).

Q: How do I get from the Airport to the Conference Venue?

A: For updated and detailed information on public transportation please visit the official website of Singapore's International Airport: [Changi Airport](#).

Q: Can you please send me details of public transport? Do you have a map of the city or area surrounding the venue?

A: For up-to-date tourist information including public

transport information and maps, please visit the [city's official website](#).

Q: If I submit an abstract do I have to attend the Conference?

A: It is expected that at least one author of the accepted abstract registers and attends the meeting. Only abstracts of registered participants will be included in the conference materials.

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

A: Only after all abstracts have been reviewed by the Scientific Committee notifications will be sent to the abstract submitters. Every effort is made to conclude this process within 6 weeks after the abstract submission deadline or extended abstract submission deadline in the case there is extension.

Q: If my abstract is accepted, where will it be published?

A: Registered participants' abstracts will be published. The registered abstracts of oral presentations will appear in the interactive program. Registered abstracts for both Orals and e-Posters will be included in the Conference App and on the virtual platform. All registered abstracts will be published in the peer-reviewed Journal of **Diabetes Technology & Therapeutics**, published by Mary Ann Liebert, Inc., Publishers. The journal is indexed in PubMed.

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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.

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A: Once the Scientific Program has been finalized, an application for CME credits will be made to the European Accreditation Council for Continuing Medical Education (EACCME). The EACCME is an institution of the European Union of Medical Specialists (UEMS): www.uems.net. Further details will be published [here](#) as soon as they are available.

Q: How can I claim my CME credits after the Conference?

A: CME Certificate of Attendance will be available for download after completing an online survey. A link to the survey will be published on CME page and sent in the email after the Conference to register participants. Please approach the Registration Desk onsite in case of questions. Each medical specialist should claim only those hours of credit that he/she spent in the educational activity.