



## American Epilepsy Society 65<sup>th</sup> Annual Meeting

### Frequently Asked Questions (FAQs) for Group Registrations and Hotel Reservations

We have put together a list of the most frequently asked questions we traditional receive about all aspects of the group registrations and hotel reservations. However, if your question is not answered here, please submit it to [groupreg@aesnet.org](mailto:groupreg@aesnet.org).

#### **GROUP REGISTRATIONS**

##### *Who is eligible for a Group Registration?*

This special type of registration is limited to international travelers with ten (10 or more) people in their group and handled by a single Group Coordinator or travel agent, and purchased in one single payment.

##### *What forms of payment do you accept?*

You can pay using a major credit card (Visa, MasterCard or American Express), check, or wire transfer in US funds. Please note that a \$75 fee will be charged for each wire transfer. All checks must clear, credit cards charged and wire transfers received in order for the group to be considered paid in full, on time and registered.

##### *What is the deadline for Group Registrations?*

No later than Thursday, November 3, 2011 at 11:59 PM, Eastern Time. Wire transfers and cleared checks must be completed by Thursday, November 10.

##### *What must be included in my Group Registration submission in order for it to be complete?*

All Group Registrations must include a Group Coordinator form with contact information, sponsoring company, email address, etc. fully completed. In addition, it must contain Participant Information Forms for each individual registrant as well as payment in full.

##### *Are complimentary registrations available?*

Yes! A complimentary registration (a badge with access to meeting areas) is given to a Group Coordinator or designated Group Leader who is onsite but not registered for Meeting sessions. Your group must have at least 10 paid registrations to be eligible for a complimentary registration.

##### *Can we make a name change or get a replacement badge?*

Absolutely. A \$60 administrative fee will be charged for this service and replacements will be accepted onsite only. Any additional names/registrants will be charged the full individual registration price.

*What is your cancellation policy?*

In order to be eligible for a refund, you can put your request in writing. The letter must be postmarked no later than Thursday, November 17. No refunds will be given for requests postmarked after this date. Alternatively, you may email your request. This email must be received by November 17 at 11:59 PM Eastern Time. AES is not responsible for emails not received so we strongly encourage you to contact us by phone to confirm receipt of the email. All cancellations received on time will be subject to a \$50 administrative fee and will be processed approximately 4-8 weeks after the close of the meeting.

## **HOUSING RESERVATIONS**

*What is the deadline to submit my group's housing reservation request?*

Experient, the official AES housing bureau, must have all Group reservations no later than Monday, October 3, 2011 at 11:59 PM Eastern Time. If they do not receive your request by this deadline, all rooms and suites being held for your group will be cancelled and any deposits are non-refundable regardless if your rooms are resold. Room blocks will be assigned on a first-come, first-served basis. All questions related to accommodations are to be directed to Experient at [aesgroup@experient-inc.com](mailto:aesgroup@experient-inc.com).

*Can I cancel my housing reservation or other travel reservation?*

Yes, but you must cancel your housing reservation by Thursday, November 17, 2011 to avoid any penalty. Group cancellations must be submitted directly to Experient in writing. AES will not accept housing cancellations. You are also responsible for notifying your airline, travel agency, etc. of these cancellations directly.

## **MISCELLANEOUS**

*How do I get my Group's meeting badges?*

The Group Coordinator will be assigned a time to pick up the Group's badges on Thursday, December 1. If the Group Coordinator is not available, he/she can assign a Group Leader or other pre-designated individual instead. If nobody is available at this time, the badges will be available to individual registrants on Friday, December 3 when registration opens.

*Can I also get my Group's meeting materials?*

No. Individual participants are responsible for picking up their own meeting bags, which will be made available when registration opens on Friday, December 2. They will not be made available prior to the opening of the meeting.

*Are there any US travel restrictions international travelers must be aware of?*

We strongly encourage you to visit [www.AESNET.org](http://www.AESNET.org) to find out about travel information for international visitors to the United States. If members of your Group need a Visa Letter of Information, please note this on the individual's registration form. AES will send the letter to the Group Coordinator within 5-7 days after full payment for the group has been processed.

We hope our answers to your most frequently asked question were answered here, but if not, don't hesitate to send it to [groupreg@aesnet.org](mailto:groupreg@aesnet.org). We look forward to seeing you!