

## REGISTRATION FAQ

### **I'm not sure which Attendee Sub-Category is right for me.**

CMV offers four different Attendee Sub-Categories so you can find the one that is right for you.

*Academic:* Available for participants at the academic level (faculty or other appointment at an academic institution, physician, industry, or government).

*Trainee:* Available for any person at least 18 years old and currently enrolled full time at an accredited university or college, or anyone engaged in a postdoctoral fellowship.

*Parent:* Available for any patient parent or guardian.

*Other Health Professional:* Available to nurses, nurse practitioners, physician assistants, social workers, and other allied health professionals who are interested in CMV.

### **What is included in the conference registration fee?**

Academic and Trainee registration includes access to all sessions, refreshment breaks, poster sessions and meals, as indicated on the agenda.

Parent and Other Health Professional registration includes access to sessions on Sunday, Monday and Tuesday morning. Meals are included through Tuesday's lunch.

### **Can I just attend one day of the workshop?**

Unfortunately, one-day registrations are not available for this workshop.

### **I am having trouble getting started with the online registration.**

Please visit the CMV 2019 registration

webpage: <https://www.eiseverywhere.com/344029?categoryid=2611167>.

Click on the "Register Now" button. Click on "New Registration" and continue your registration on the next page.

If you are receiving the error message "This response has been entered too many times" it means a registration associated with your email address has already been completed. You can modify your registration by selecting "Modify Registration" from the registration site, entering your email address and reference number (found in your confirmation email).

### **I cannot find my Registration Confirmation email.**

Everyone gets sent a Registration Confirmation email automatically after they have completed their registration. It serves as your official invoice and was emailed to the address you used when registering. If you entered an Alternate Email address, it should be sent there as well. Confirmation emails may filter into your spam/junk folder, so please check there before contacting Conference Solutions to have your confirmation email re-sent. If you still cannot locate your email, please email [Register@ConferenceSolutionsInc.com](mailto:Register@ConferenceSolutionsInc.com).

### **Where can I find my reference number?**

The reference number can be found in your Registration Confirmation email. If you did not complete your registration you will not have a reference number and will need to begin a new registration.

### **What is the substitution policy?**

Payment of a \$50 USD administrative fee enables you to transfer your registration to another person, simply by emailing [Register@ConferenceSolutionsInc.com](mailto:Register@ConferenceSolutionsInc.com). Substitutions will be transferred at the same rate as the original registration. Substitutions can be made until 27 March 2019.

### **I need to cancel my registration. What is the cancellation policy?**

We understand that events may occur that prevent you from attending the conference. We are happy to accommodate a refund for your purchase if you are unable to find a substitute prior to the deadline. Cancellation requests must be made in writing by emailing [Register@ConferenceSolutionsInc.com](mailto:Register@ConferenceSolutionsInc.com). Cancellations received by 22 February 2019 will be refunded, less a \$175 USD administrative fee. Unfortunately, no refunds will be given for cancellation requests after 22 February 2019. Refunds of credit card payments will be made to the same account used for the payment.

If, for any reason, the workshop should be cancelled, CMV 2019 will refund the registration fee. The workshop is not responsible for the refund of airfare, hotel, or other costs.

### **I still want to attend the CMV 2019 but need to cancel one of my optional agenda items. What is the cancellation for optional agenda items?**

Optional agenda items, such as excursions and guest tickets, are fully refundable until the cancellation deadline, 22 February 2019.

### **Can I obtain a Certificate of Attendance?**

Yes, a Certificate of Attendance will be available in the attendee-only section of the website one week prior to the conference.

### **I have some dietary restrictions/special needs. How do I inform the conference planners?**

You will be able to enter any dietary restrictions or special needs information during the registration process. A member of our team will be in touch to assist you prior to the conference, as needed. Please note: every effort is made to ensure workshop meals accommodate a wide-range of dietary preferences; however, due to vendor limitations not all dietary restrictions can be accommodated.

**I would like to reserve lodging in Birmingham, close to the conference venue. Who should I contact?**

CMV 2019 has two different housing options for accommodations for this year's workshop. Please visit the [Accommodations Page](#) for detailed information about booking a room.