



# Frequently Asked Questions

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## General

### How do I make an accommodation booking?

To make an accommodation booking, please follow the steps below:

1. [Click here to make a booking](#)
2. Enter your check-in and check-out dates. Hotels available over your requested dates will then display.
3. Upon selecting a hotel, the website will guide you through the remaining steps of the booking process.
4. Ensure you accept the terms and conditions and submit your booking at checkout

### I made a booking but I did not receive a confirmation email. Why?

Upon making your reservation, you will receive an acknowledgement email specifying your reservation details. Please ensure you enter your contact email address correctly and make sure you fully complete the final step of the reservation process by accepting the terms & conditions and clicking on the Checkout button. If you do not receive an acknowledgement email (in your inbox or junk mail folder) within 24 hours, please contact us to verify if the reservation has been successfully received.

### The hotel I want to book is not displaying once I have searched for my dates. Why?

The hotel may have recently sold out or we do not have rooms available on the particular dates that you are searching for (e.g. if you are looking for an early arrival or late departure date). Please email us at [registration@esm-evbo2019.org](mailto:registration@esm-evbo2019.org) with the hotel name and your requested check-in/check-out dates so that we can check availability for you.

### Are any meals included in the rate?

Daily breakfast is included in the rate. Other meals are not included.

## Payment

### My credit card payment is being declined. Why?

There are two common reasons why your credit card payment may be declined:

1. Your bank/credit card company is blocking the charge. Banks often block foreign charges for security reasons. In this case, you need to confirm with them that the charge by A111 Power of Conference Service in Vancouver, Canada is authorized and should be allowed by them. After they have authorized the transaction, you can try making your booking again.
2. Your billing address is incorrect. If your billing address is different from your conference profile address, please click the 'Billing Information' checkbox when entering your credit card information. This will allow you to enter an alternate address.



## **When is full payment for my accommodation booking due?**

A deposit payment of 150 EUR is required in order to hold your booking and full payment is due by March 4, 2019. Reservations that have not been paid in full will be cancelled at this deadline.

## **I made a payment but have not yet received a payment confirmation/invoice. Why?**

You will receive an acknowledgement email with your booking details and credit card payment information immediately after submitting your reservation.

Invoices/payment confirmations are issued regularly and are sent to the email address provided in your conference profile after payment has been received. Please note that payments made via bank transfer can take approximately a week before they are received to our account.

## **I have made my deposit payment but now wish to pay the remaining balance by credit card. How can I do so?**

To pay your remaining balance by credit card, please refer to the acknowledgement email you received immediately after you made your booking. Within this email, you will find a *Request for Change* link/button which will allow you to make changes and pay your remaining balance by credit card. Please click on the *Make Payment* button at the top, right of the screen. You will then enter a secure credit card payment screen where you can pay your balance.

## **Can I pay for my accommodation upon arrival?**

Payment at the hotel is not possible. Full pre-payment is required by March 4, 2019 and unpaid and partially paid reservations will be cancelled at this deadline.

## **Changes**

### **How do I make changes to my booking?**

To make changes to your reservation, please refer to the acknowledgement email you received immediately after you made your booking. Within this email, you will find a *Request for Change* link/button to make changes to your reservation. Changes can be made online until March 4, 2019. After this date all changes need to be made by email to the ESM-EVBO 2019 Registration Department.

### **I contacted the hotel to make a change to my reservation but they do not have my booking in their system. What does this mean?**

The ESM-EVBO 2019 Registration Department takes all reservations and provides the specific details and guest names to the hotels just prior to the conference, which is why your reservation will not yet appear in the hotel's system. You can make changes to your booking via the *Request for Change* link/button in your acknowledgement email or by contacting us directly via email [registration@esm-evbo2019.org](mailto:registration@esm-evbo2019.org).