



## Q&A EUROPEAN CONGRESS OF LOCAL GOVERNMENTS 2024

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## 1. Registration and Participation

### *How do I register for the European Congress of Local Governments?*

The registration form is available at: <https://www.forum-ekonomiczne.pl/>

Full registration consists of the first and second registration stages.

Filling in Stage 1 of registration indicates your willingness to participate in the Congress, but does not end the registration process.

After verification of the application made in the first stage of registration, the following will be sent to the addresses provided a link to the second stage. In the first step, access is sent to persons invited by the Organiser and to representatives of partner companies. Links to the stage II registration form will be sent after 20 November.

### *When will I receive the link to the second stage of registration?*

Verification of the first stage of registration takes up to 14 working days.

Please be patient while waiting for the link to the second stage of registration.

Please note that the email with the link to stage II registration may end up in the SPAM folder.





## *What Stage II of registration consists of?*

The second stage of registration consists of filling in an individual participant form.

When filling in the second stage of registration, the participant:

- accepts the conference fee,
- might have the option of choosing accommodation,
- adds a photo to be used on a badge and in conference materials,
- has the opportunity to purchase printed version of the Programme
- has the option of registering an accompanying person,
- selects the form of payment: on-line payment by card

Only the receipt of confirmation of stage II registration and payment of the indicated fees equal full registration and the right to participate in the Congress.

The absence of email confirming the successful completion of the registration means that the Stage II form has been completed incorrectly or that the payment has not been correctly processed.

## *Until when is registration for the European Congress of Local Governments open?*

Registration is open until a minimum of 19 February 2024. After this date, the Organiser reserves the right to close registration at any time without prior notice.





## *Until when can I cancel my participation?*

A cost-free cancellation is possible until 14 February 2024.

For participants registered after 14 February 2024, a cost-free cancellation is possible up to 24 hours after registration.

Cancellation of participation must be submitted in writing and must be sent to the email address: [rezygnacja@isw.org.pl](mailto:rezygnacja@isw.org.pl) in the subject line of the email please write: "Rezygnacja".

Please note that in case of cancellation after 14 February 2024, the organisation fee for the stay (conference fee, hotel and other fees) is non-refundable.

In the case of unpaid registrations, the Organiser reserves the right to execute the costs incurred for the organisation of the stay in accordance with the terms and conditions set out in Registration Stage II.

Failing to cancel your participation and not showing up at the conference will incur the costs specified in Stage II of registration.

## *Do I need to attach a photo when registering?*

Yes. A photo must be uploaded correctly, since it will later be visible on the participant's ID badge.

## *Is it possible to change the participant? Is there an additional fee?*

Any change regarding the participant must be made in written form and must be sent to: [rejestracja@isw.org.pl](mailto:rejestracja@isw.org.pl) with the subject line: "Change of participant". The swap of a participant of the Congress must be confirmed by the Organiser.

Such message should include:

- name and surname of the person resigning,
- name and surname of the person to be swapped and other data concerning the new participant: official position in Polish and English, personal e-mail, contact e-mail if applicable, contact telephone, photography.







From 20 February 2024, the change of participant will imply an additional fee.

From 20 February 2024, the information included in the email must also include invoice details.

By submitting a participant swap via e-mail, you agree to the Registration Rules.

### *Can a participant be swapped for somebody from a different institution?*

No. Swapping of participants is only possible within the same company/institution.

### *How do I correct your data/typo?*

Data updates are made by sending an email to: [rejestracja@isw.org.pl](mailto:rejestracja@isw.org.pl). The subject line of such message should be: "Participant data update".

### *Can a companion (partner/husband/wife) still be enrolled after registration has been completed?*

In the event that the Participant has completed the registration, the application should be sent to:

[rejestracja@isw.org.pl](mailto:rejestracja@isw.org.pl) with the subject line: "Partner/Husband/Wife Registration".

The email must include:

- the first and last name of the guest to whom the registration is to be assigned,
- the first and last name of the partner/husband/wife,
- a photo of the partner/husband/wife,
- invoice details

Registration of an accompanying person (partner/husband/wife) implies an additional cost. The cost of accommodation depends on the hotel group that the guest has chosen in their registration.





## *Where and when can I collect my ID badge?*

Participant ID badges for the the European Congress of Local Governments should be collected at the ID collection point in the Gołębiowski Hotel (ul. Mrągowska 34, 11-730 Mikołajki). The ID collection point is located opposite the hotel reception on the ground floor. Guests can collect their badges on 6-7 March 2024.

Each participant should collect their ID badge in person on the basis of an identity document.

Guests may only move around the Conference Centre with a visible badge. Absence of the badge will result in leaving the conference venue.

Please note that if you lose your badge and need to receive a new one, an additional fee may apply.

## *Is it possible to be registered as media and as a guest at the same time?*

No. Each participant will receive one ID badge giving access to the Conference Centre. It is not possible to receive two entrance passes.

## *Can I purchase an entrance pass for one particular panel?*

No. It is not possible to register for just one panel. Participation in the Congress is a package for 2 days of the event.

## *Can my assistant be registered as a partner/husband/wife?*

No. The assistant cannot be registered as an accompanying person. The assistant must complete the standard two-step registration available on the Organiser's website.





## *What does the ID badge guarantee?*

Each participant of the Congress receives a personal ID badge. Entering the Conference Centre and participation in the Congress is possible only after showing the badge.

ID badges have different roles assigned to them, the roles can be limited in relation to specific zones or events. Only the GUEST role provides access to all the events.

## *What does the ID badge guarantee? – GUEST role*

- unlimited access to the Conference Centre,
- bag with partners' and organiser's promotional material,
- simultaneous interpreting of the discussion panels and side events,
- participation in Galas and banquets,
- access to side events,
- coffee breaks,
- access to the Partners' zones (except for closed events that require personal invitation from the Partners)

## *What does the ID badge guarantee? – ACCOMPANYING PERSON role*

- limited access the Conference Centre (limited access to the Partners' Zones and special events),
- simultaneous interpreting of the discussion panels and side events,
- participation in Galas and banquets,
- access to side events,
- coffee breaks.







## *What does the ID badge guarantee? – MEDIA role*

- limited possibility to move around the Conference Centre (limited access to the Partners' Zones and special events, no access to banquets),
- simultaneous interpreting of the discussion panels and side events,
- participation in Galas,
- coffee breaks.

## *What time does the Congress start?*

The European Congress of Local Governments starts on Wednesday, 6 March at around 12 PM – 1 PM.

## *Where can I find the programme of the event?*

The program of the Congress will be published on our website <https://www.forum-ekonomiczne.pl/> 2 weeks before the event.

## *During the registration I purchased the programme in print, where can I collect it?*

The printed version of the programme purchased during the registration will be available to collect at the Information Point.

The Information Point is located on the ground floor of Gołębiowski Hotel (next to the reception).





## *Who is my „Contact Person“?*

Each participant registering to the European Congress of Local Governments has a „contact person”- an employee of the Institute whose role is to contact the guest, set out the conditions for participation in the conference and provide assistance before and during the conference.

You can receive information regarding your contact person by sending an email to: [forum@isw.org.pl](mailto:forum@isw.org.pl) with the topic: “Information on my contact person”.

You can also find information about our employees on our website: <https://www.forum-ekonomiczne.pl/zespol/>

## 2. Hotels

### *How do I book a hotel?*

Hotel reservations are made when completing the 2nd stage registration form.

The form shows the currently available hotels. The facilities are divided into several hotel groups, which differ in quality and price.

The number of hotel places is limited. The order of registration is decisive.

### *Is it possible to cancel my hotel reservation?*

The cost-free cancellation of a hotel booking is possible via email to: [hotel@isw.org.pl](mailto:hotel@isw.org.pl) by 14th February 2024.

For participants registered after 14th February 2024, the right to no-cost cancellation applies up to 24 hours after registration.





## *How to accommodate two persons in the same room?*

You should send your request to: [hotel@isw.org.pl](mailto:hotel@isw.org.pl). There is an extra charge for additional accommodation. The charge varies according to the hotel group.

When registering the Guest at the 2nd stage, it is possible to add an accompanying person (partner/husband/wife) via the registration form. The accompanying person is automatically assigned to the registrant's room and a fee is charged.

## *What time does the check-in period begin and end?*

Check-in starts at different times depending on the chosen hotel. You will be provided with details of your accommodation and check-in, check-out times in your hotel reservation confirmation email upon completion of your registration.

## *Is it possible to book accommodation for one night?*

The Organiser does not provide the option of booking accommodation for one night. The participant may arrange such accommodation without the intermediation of the Organiser.

## *Is it possible to prolong a hotel reservation?*

Hotel booking through the Organiser is possible for 2 nights only (6-8 March 2023). If you wish to extend your booking by an additional day/night, please contact the hotel directly.

## *Is it possible to book parking at the hotel and pay in advance?*

The organiser does not act as an intermediary for parking reservations. Please contact the chosen hotel directly.





## 3. Meals

### *Will meals be available for guests during the Congress?*

**Attention!** The Congress participation package does not include lunch at the Conference Center. Participants can purchase their own lunch at the reception of the Gołębiewski Hotel or in one of the Gołębiewski Hotel's restaurants.

As part of the participation package, the Organizer offers a dinner-banquet after the Gala on the first and second day of the conference at the Gołębiewski Hotel.

If you choose the accommodation package offered by the Organizer, breakfast in your hotel will be included. **Attention!** The accommodation package does not include lunches and dinners at the hotel.

**Exception:** Guests staying at the Gołębiewski Hotel - have breakfast and lunch included in their package.

## 4. Transport

### *Does the organizer provide transport to the Conference Center?*

Transport is carried out on the route Warsaw (airport) - Mikołajki, Mikołajki - Warsaw (airport).

Details regarding transport registration will be available from January 2024. Number of places is limited.

## 5. Payments

### *When and how will I receive the invoice?*

The proforma invoice is issued within 48 hours of registration and sent to the email address with which you registered.





## *What is the deadline for paying the proforma invoice?*

Proforma invoice must be paid within 3 days from the date of issue.

## *Can I pay on site?*

We do not provide on-site payments. All financial liabilities must be settled before the conference, no later than February 14, 2024. Failure to pay will result in the cancellation of participation and the corresponding ID badge will not be issued.

## *What is the cost of my participation in the European Congress of Local Governments?*

The costs of participation in the Congress depends on the segment/sector the Participant represents. The cost of accommodation is visible in the second stage of registration.

## *If I resign, when will I receive my refund?*

The refund is made within 7 days since the arrival of the correction invoice. A correction invoice is issued by the Organizer within 30 days from the date of resignation. A refund is made if the deadline for cost-free cancellation is met.

## *Can I split the invoice into two separate ones?*

No. The invoice cannot be split into registration fee (if applied) and accommodation. The information about accommodation can be added in the "notes" section at the bottom of the invoice.

## *Can I pay by card?*

Yes. To do so, select the online payment option, which will redirect you to the [Przelewy24.pl](https://Przelewy24.pl) website.







## 6. Other

### *How can I purchase a stand?*

If you are interested in a stand, please contact us at [wspolpraca@isw.org.pl](mailto:wspolpraca@isw.org.pl). Our specialists will present you a special exhibition offer.

### *How can I become a partner/ organise a panel?*

If you are interested in becoming a partner or organising a panel, please contact us at [wspolpraca@isw.org.pl](mailto:wspolpraca@isw.org.pl). Our specialists will get back with information.

05.12.2023

