



Frequently Asked Questions

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Registration fees

What's included in the different registration categories?

To get an overview of the different registration categories, please download the following document: [What's included in the registration categories \(PDF, 313.5 kB\)](#).

Please note that lunch and other food and beverage is NOT included in the registration fees. Box lunch is available for purchase online until September 13. You can choose from three choices – Japanese lunch box, Vegetarian, or Sandwich – when you place an order online; however, the choice of lunch cannot be changed before and during the congress once it is purchased. A beverage comes with the lunch box.

Registration fees are listed at <https://www.ispo-congress.com/registration/registration-fees/>.

Until when can I take advantage of the reduced rate?

Early bird registration is available until 5 August.

Who is entitled to the Member rates?

Member rates are available to those who are members of ISPO, JAPO, JOPA or JSPO. You will be asked to enter your membership number during online registration. If you do not have your membership number available, please contact the applicable society/association to request it prior to completing your registration.

Who is entitled to Student registration fees?

Student rates are available to undergraduate students enrolled full time at an educational institution. The rate is not available to post-doctorate students, research fellows and lecturers. Proof, consisting of a copy of your identification (ID) card or a letter from the institution's registrar confirming your student status, is required to confirm this rate.

Important: you must be enrolled as a student at the time of registration, and the dates of your enrolment at your university or college are to be mentioned on the document to be eligible for registration as a Student.

Who is entitled to the Upper Middle-Income Country / Lower Middle and Low Income Country fees?

Registration fees are based on the income groups assigned to the world's economies by the World Bank. The fees are determined by the country in which you are employed.

To confirm which income group has been assigned to the country in which you work, please download the following list: [World Bank list of economies \(PDF, 119.4 kB\)](#)

Can I purchase a daily pass for the Congress?

One day congress rates are available to members and non-members that would like to participate for one day only. Registrants have access to all sessions and the exhibition halls on the day they have registered for.

Can I purchase a ticket to attend the exhibition only?

Exhibition day passes are available, which give you access to the exhibition halls and exhibitor workshops. You will not be admitted to the scientific sessions. Exhibition day passes are not valid during the Welcome Reception, held on Saturday, 5th October in the exhibition halls.

Can I bring a spouse or accompanying person to the congress?

Accompanying person rates are available to those who accompany a full congress registrant. They are admitted to the Opening Ceremony as well as the Welcome Reception and are welcome to visit the exhibition halls during opening hours. Accompanying persons are not admitted to the scientific sessions.

Terms and conditions

Where do I find the general registration terms and conditions?

Please review the terms and conditions prior to completing your registration.

You can view and download the terms and conditions [here](#).

Travel visa

Do I need a visa to enter Japan?

Depending on your country of origin, you may require a travel visa to enter Japan.

To find out if your country has a visa exemption arrangement with Japan, visit the website of the [Ministry of Foreign Affairs of Japan](#). If you require a visa to travel to the congress, please contact the [Japanese Embassy or Consulate](#) in your country or region. The Embassy or Consulate will advise on specific visa requirements, such as information on travel visa application and submission procedures, required documents, application fees payable, etc.

How do I request and receive a Visa Invitation Letter?

While registering online, you will be asked if you require an invitation letter. By selecting this service, you will be able to insert all your passport details. Once your registration is confirmed and paid, you will automatically receive an email of confirmation with your visa invitation letter enclosed.

We would like to draw your attention on the fact that Visa Invitation Letters will only be sent to fully registered and paid participants.

How can I get further assistance in obtaining documents required for a travel visa?

If additional documents are required, you can book visa support services once [registration](#) is completed at a fee of JPY 12,000.

Registration Desk will send you a link to collect necessary information for issuing documents.

After registration

Do I receive a confirmation and invoice?

After the registration process has been finished, a confirmation letter along with the invoice will be sent to your registered email address. The invoice is issued in Japanese yen only.

How can I pay my invoice?

When registering online, you have created a personal account linked directly to your registration. Logging in through your personal account, you will be able to settle the outstanding amount by credit card (Mastercard or Visa).

I need to cancel my registration. What do I need to do?

Registrations can be canceled and will be refunded less an administrative charge of JPY6,500, provided the cancellation is received until Wednesday, 4 September 2019. For cancellation received after this date, no refunds will be made. All cancellations must be made in writing to ispo.registration@mci-group.com.

Can transfer my registration?

Your registration may be transferred to another member of your organisation, subject to a JPY4,400 processing fee.

When will I receive my badge and congress material?

Badges and Congress materials will be provided to participants onsite. Only confirmed and paid participants shall receive the badge and congress materials.

Where and when can I pick up my badge and congress materials?

Approximately two weeks before the Congress, delegates will be sent an email including all other logistical details and important Congress information.

Congress Party

I am already registered to the event; how can I register for the Congress Party?

The Congress Party will be held on Sunday, 6th October and tickets are available for purchase at JPY 8,000 per person.

To purchase one or more Congress Party tickets, login to your registration portal using the username and password you used during the registration.

Congress / exhibition opening hours

Planning my travel to Kobe, when should I plan to arrive and depart?

The congress begins on Saturday, 5 October at 09:20 with the Opening Ceremony. It is recommended that you arrive on 4 October, so that you have sufficient time to get familiar with the venue and pick up your registration materials.

The congress ends on Tuesday, 8 October at 16:45 with the Closing Ceremony.

Which are the dates and times the exhibition is open?

The exhibition is open during the following times:

- Saturday, 5 October, 12:00-18:00 (for congress delegates to 19:00)

- Sunday, 6 October, 09:00-18:00
- Monday, 7 October, 09:00-18:00
- Tuesday, 8 October, 09:00-16:00

Contact

If I have concerns about my registration, who should I contact?

You may contact the registration team via phone at +81-78-303-1101 or via email at ispo.registration@mci-group.com. The responses may take 24 to 48 hours after receipt of the email.