

REGISTRATION SERVICES Q&A

We have a great conference planning timeline tool, but there are always a few questions that come up for those using our UBCO Conference Registration and Financial Services.

FINANCIAL MANAGEMENT

Q How long does it take to create the financial account?

A It takes 5 -10 business days to set up the account. It is important to know where any remaining revenue will go after the conference, ie: stay within UBC or go to an association. This will determine what kind of account we set up.

Q How do you deal with invoices and payments?

A We can process invoices but we do not create them on behalf of the conference. It will take approximately 10 days for payment to be processed before being mailed out.

*We must have an invoice to process payments; it cannot be a contract or quote.

Q How long does my account stay open after the conference?

A Once your conference has finished, we will pay any outstanding invoices (it may take a 1-2 months to receive all the invoices). Once everything has been paid and the account reconciled, we will close the account and send the remaining balance to your pre-determined account.

REGISTRATION

Q Is there GST on registration fees?

A Yes, GST is applied to all registration fees.

Q Do you issue invitation letters for attendees needing to apply for a Canadian Visitor Visa?

A No, the conference organizer must issue the invitation letter to all international delegates.

Q How often will I get a list of who has registered?

A Once registration opens we will send you an updated list every 2 weeks. A month prior to the start of the conference we will send you the list on a weekly basis.

Q Can you accept registrations the day of the conference for a delegate who just shows up?

A Yes, but this is up to the discretion of the organizer. A link can be provided for same day registration and online payment. *Laptops must be provided by organizer.

