



Rethinking transport

27-30 April 2020

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1 Payment

1.1 What are the possible payment methods?

Payments can be made by credit card only. Visa, Eurocard or Mastercard are accepted for credit card payments. The payment service provider is Paytrail Plc.

1.2 Where can I find my receipt?

The payment receipt is sent from no-reply@eventos.fi.

If you cannot find the receipt, please make sure to check your spam folder.

If you have any questions about the receipt, please contact:

tra2020.registration@registratiron.fi

2 Registration

2.1 Where can I find the registration confirmation?

The registration confirmation is sent from tra2020.registration@registration.fi after the full credit card payment has been made.

If you cannot find the confirmation, please make sure to check your spam folder.

2.2 The registration system doesn't require me to create an account. How does it identify my registration?

Registration is bound to the email address saved during the registration process. The email address cannot be changed. The email address will be requested upon arrival to the conference. It is not possible to register several participants with the same email address.



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2.3 How can I modify my submission?

You can find a link in your registration confirmation, which takes you back to your submission. You can modify everything else, except the products you have paid for. After modifying your submission, please save it and you will receive a new registration confirmation.

2.4 How do I register for the technical tours?

Registration for technical tours must be made when registering to the conference. Only those purchasing a conference pass are entitled to register for the technical tours. With a one-day (1 day) pass, one can register for technical tours taking place on the same day the pass is valid.

2.5 How do I register for the social events?

Registration for social events must be made when registering to the conference. Only those purchasing a conference pass are entitled to register for the social events. With a one-day (1 day) pass, one can register and for any social events, regardless of the day the pass is valid.

3 Badge

3.1 How can I get my badge?

TRA2020 badges will not be emailed to the participants.

You will be able to collect your badge at registration when arriving at the conference venue. Please note that in order to collect your badge, you will be asked to identify yourself by typing the email address you used submitting your online registration for TRA2020.

Speakers, exhibitors/sponsors and media can collect their badges from the appropriate registration counter.



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4 Letter of Invitation

4.1 How can I get a letter of invitation for a visa?

To receive a letter of invitation, Delegates must first register to the conference and submit any necessary data, as stated on the registration form and pay the registration. Delegates requiring an official letter of invitation from the Organiser can request one by emailing to tra2020.registration@registration.fi.

5 Cancellation

5.1 What are the cancellation terms?

After payment, the registration is binding.

- Delegates cancelling their participation to the TRA2020 conference on 31 December 2019 at the latest will receive a full refund minus EUR 50 (excl. VAT) handling fee.
- Delegates cancelling their participation to the TRA2020 conference during the period starting on 1 January 2020 and ending on 17 February 2020 will receive 50 % of the paid fees minus EUR 50 (excl. VAT) handling fee.
- Delegates cancelling their participation to the TRA2020 conference after 17 February 2020 will not receive a refund.
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5.2 How can I cancel my registration?

The cancellation shall be prepared in writing, signed by a person authorised to represent the Delegate and delivered in writing by e-mail to tra2020.registration@registration.fi.



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Groups

5.3 What are the possible payment methods for groups?

Groups of ten (10) participants or more can make their payment by credit card or bank transfer.

Visa, Eurocard or Mastercard are accepted for credit card payments. The payment service provider is Paytrail Plc.

Payments by bank transfer can be made until 9 April 2020. In case of bank transfer, an invoice will be sent to the group manager after the group manager has submitted the fully completed group ticket form. An additional handling fee of EUR 20 (excl. VAT) will be charged. All bank fees and money transfer costs must be paid by the Delegate.

5.4 When does the group manager receive the registration code?

After the full payment has been made, the group manager will receive a registration code which should be forwarded to all members of the group.

5.5 Do the individual group members have to register?

The group members must all individually register through the conference registration system using the registration code. The group members must select "Regular" from the registration products. By using the registration code, the group members will get pass the payment.

5.6 What are the cancellation terms for groups?

After payment, the registration is binding.

- Groups cancelling their full group ticket purchase to the TRA2020 conference on 31 December 2019 at the latest will receive a full refund minus EUR 50 (excl. VAT) handling fee.
- Groups cancelling their full group ticket purchase to the TRA2020 conference during the period starting on 1 January 2020 and ending on 17 February 2020 will receive 50 % of the paid fees minus EUR 50 (excl. VAT) handling fee.
- Groups cancelling their full group ticket purchase to the TRA2020 conference after 17 February 2020 will not receive a refund.



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5.7 How can a group cancel their group tickets?

The cancellation shall be prepared in writing, signed by a person authorised to represent the group and delivered in writing by e-mail to tra2020.registration@registration.fi.