



FREQUENTLY ASKED QUESTIONS (FAQs)

If you are unable to find what you are looking for on the Congress Web site at www.ichg2011.org, please review the following information to look for your answers. The FAQs are broken down by section. If you are unable to find the answer to your question after perusing the information below, please visit the Congress Web site and click on “[Contact Meeting Management](#)” to direct your question to the appropriate contact.

[Abstract/Poster/Presenter Information](#)

[Awards](#)

[Career Opportunities](#)

[CEU/PACE Credits](#)

[Exhibits](#)

[Press](#)

[Registration/Program/Badges](#)

[Hotel Reservations](#)

[Travel](#)

[Visas and Passports](#)

[General Information](#)

[Telephone Numbers/Onsite Office Locations](#)

[Cell Phone Usage
in Montreal](#)

ABSTRACT/POSTER/PRESENTER INFORMATION

Q. When will I be notified of acceptance?

A. Abstract notifications were sent to authors on August 5th. Please check the Congress [Web site](#) (home) under “Quick Links” for confirmation and presentation type.

Q. Will there be late-breaking abstracts?

A. No.

Q. Can I withdraw my abstract?

A. It is too late to withdraw your abstract. It has been programmed and will be available to the public starting August 31. If you are unable to attend the Congress, please ask a co-author if they can present and inform the Congress Office via email at ashgmeetings@ashg.org. If you do not have a co-author that can present, please let us know so a notation can be made in the addendum.

Q. How do I cite an abstract?

A. Click [HERE](#) to review a suggested format.

Q. How can I search for an abstract?

A. You can use the abstract search/itinerary builder which will be available on the Congress [Web site](#) on August 31.

Q. Do you have guidelines for speakers in plenary and platform sessions?

A. Yes, they are available on the Congress Web site at http://www.ichg2011.org/pages/speaker_guidelines.shtml.

Q. Where is the speaker presentation upload room and what are the hours?

A. Room 514, Level 5. Hours are as follows:

Tuesday, October 11	1:00 pm - 7:30 pm
Wednesday, October 12	7:00 am - 5:00 pm
Thursday, October 13	7:00 am - 5:00 pm
Friday, October 14	7:00 am - 5:00 pm
Saturday, October 15	7:00 am - 1:30 pm

Speakers are **required** to upload their presentations onto computers **in advance** of their session either via the Web at <http://ICHG-ASHG2011.sessionupload.com> or onsite in the Speaker Presentation Upload Room. **Presenters are not permitted to take their personal laptop computer to the lectern to use during their presentation.**

Q. Do you offer printing services so that I can pick-up my poster in Montreal?

A. Yes, contact our official vendor, MIRA via email at ichg/ashg2011@mirasmart.com for details.

Q. Do you have guidelines for poster presentations?

A. Yes, they are available on the Congress Web site at http://www.ichg2011.org/pages/poster_instructions.shtml.

Q. Where will the poster sessions be held?

A. The poster sessions will be held in the Montreal Convention Center inside the Exhibit Hall located on the 2nd floor. Poster sessions are programmed Wednesday through Friday. Further details can be found on the Web site.

Q. How soon can I get into the Exhibit Hall to set up my poster? When must I remove my poster?

A. Poster presenters must put up and take down their posters according to the schedule listed below.

Wednesday, October 12

10:00 am – 10:30 am	Wednesday authors place posters on boards
10:00 am – 7:00 pm	Wednesday posters open for viewing
2:00 pm – 4:00 pm	<u>Poster Session I (W)</u>
	2:00 pm – 3:00 pm (odd poster board numbers; author must be present)
	3:00 pm – 4:00 pm (even poster board numbers; author must be present)
4:00 pm – 7:00 pm	Wednesday posters open for viewing
6:30 pm – 7:00 pm	Wednesday authors remove posters from boards

Thursday, October 13

7:00 am – 7:30 am	Thursday authors place posters on boards
7:00 am – 4:30 pm	Thursday posters open for viewing
2:00 pm – 4:00 pm	<u>Poster Session II (T)</u>
	2:00 pm – 3:00 pm (odd poster board numbers; author must be present)
	3:00 pm – 4:00 pm (even poster board numbers; author must be present)
4:00 pm – 4:30 pm	Thursday authors remove posters from boards

Friday, October 14

7:00 am – 7:30 am	Friday authors place posters on boards
7:00 am – 4:30 pm	Friday posters open for viewing
2:00 pm – 4:00 pm	<u>Poster Session III (F)</u>
	2:00 pm – 3:00 pm (odd poster board numbers; author must be present)
	3:00 pm – 4:00 pm (even poster board numbers; author must be present)
4:00 pm – 4:30 pm	Friday authors remove posters from boards
4:30 pm	Exhibit Hall and Posters closed.

AWARDS

Q. Have award winners been notified?

A. Yes, all award winners in the following categories were notified in late July: Congress Travel Awards, Developing Country Travel Awards, IFHGS Society Travel Awards (ASHG, ESHG, GSHG, HGSA, JSHG).

Q. How will monetary travel awards be distributed?

A. This varies depending on the award. Please contact the Society that provided the award for further details.

Q. Will the annual ASHG Awards (Allan, Curt Stern, McKusick, Education) be presented at the 2011 Congress?

A. Yes. Visit the [schedule of events](#) for details. You can view this year's winners by clicking [here](#).

Q. What other travel awards are still available?

A. The FASEB/MARC Travel Awards are still available to US citizens only. Click [here](#) for details.

CAREER OPPORTUNITIES

Q. Where can I find information about career opportunities at the Congress?

A. Click [HERE](#) for details. In addition, you can visit the [ASHG Web site](#) for additional resources.

CEU/PACE Credits

Q. Where can I find information about CME/CEU/PACE credits?

A. Click [HERE](#) for details. IMPORTANT: **The Congress will not be offering CME credits in 2011.**

Q. Why will the Congress not be offering CMEs in 2011?

A. Compliance with ACCME accreditation for Category I CMEs puts limits on financial support that cannot be met realistically for the ICHG 2011 Meeting. On average, only around 200 (3%) of the 6,000+ attendees apply to earn CME credits. Unfortunately, this expense cannot be justified in 2011 since ASHG must seek external funding for conference support in the year that the Society is responsible for hosting the International Congress.

Q. Will CMEs be offered in 2012 at the ASHG 62nd Annual Meeting in San Francisco?

A. Yes.

EXHIBITS

Q. When is the exhibit hall open?

A. Wednesday, October 12 through Friday, October 14 from 10:00 am – 4:30 pm

Q. Is there an exhibit hall-only registration fee?

A. No. In order to visit the exhibits, you must register for the entire meeting.

Q. Where is Exhibit Registration and the Exhibit Management Office and what are the hours?

The Exhibit Management Office and Exhibit Registration are located at the entrance to the Exhibit Hall on Level 2. Exhibitor Registration hours are as follows:

Tuesday, October 11	8:00 am – 5:00 pm
Wednesday, October 12	8:00 am – 4:30 pm

Thursday, October 13 8:00 am – 4:30 pm
Friday, October 14 8:00 am – 4:30 pm

Q. Are children allowed in the exhibit hall?

A. Children (under the age of 18) can be admitted for free but must be accompanied by a registered parent or a guardian during exhibit hours. Under no circumstances are children allowed in the exhibit hall during set up and dismantle times.

Q. I am interested in exhibiting. Whom should I contact?

A. Carrie Morin, Exhibit Manager. Phone: (301) 634-7311; cmorin@ashg.org or visit the link on the meeting Web page by clicking [HERE](#).

Q. What are the exhibit space fees?

A. Fees vary depending on the location of the booth you select.

Prime Space: \$3,400
Corner Space: \$3,200
Aisle Space: \$3,100
All booth spaces are 10'x10'

\$13,600 for 20'x20' Island
\$20,400 for 20'x30' Island
\$27,200 for 20'x40' Island

Q. What is the deadline to sign up for exhibit space?

A. We do not have a deadline but encourage exhibitors to reserve space quickly. The prime spaces always sell fast.

Q. Do you offer exhibitor workshops?

A. The deadline to request space through the ICHG office was April 21. If you are looking for meeting space, please contact one of the headquarter hotels directly.

Le Centre Sheraton Hotel, 1201 Blvd.Rene Levesque West, Montreal, QC, Canada H3B 2L7
Hotel Main Telephone Number: (514) 878-2000
Contact: Sonia Monistero; Tel: (514) 878-2060; E-mail: sonia.monistero@Sheraton.com

Fairmont Queen Elizabeth, 900 Rene Levesque Blvd. West, Montreal, QC, Canada H3B 4A5
Hotel Main Telephone Number: (514) 861-3511
Contact: Paula Green; Tel: 514-954-2290; E-mail: paula.green@fairmont.com

Q. What opportunities does the Congress offer for advertising and support?

A. Click [here](#) for advertising opportunities and [here](#) for support opportunities. Contact Carrie Morin (cmorin@ashg.org) for further details.

Q. Can I purchase a registrant mailing list?

A. Yes. Mailing lists are available for purchase to contracted exhibitors only. Contact Carrie Morin (cmorin@ashg.org) for further details.

Q. Can exhibitors set up onsite press events at the meeting?

A. Yes. Click [HERE](#) for details.

PRESS

Q. Where can I find information about press/media needs and registration?

A. Click [HERE](#) for details.

Q. What are your press guidelines and policies?

A. Click [HERE](#) for details.

Q. Can exhibitors set up onsite press events at the meeting?

A. Yes. Click [HERE](#) for details.

Q. Where is the Press Office located and what are the onsite hours?

A. The press office is located in the Montreal Convention Center, Room 518B. Hours are as follows:

Tuesday	2:00 p.m. – 5:00 p.m.
Wednesday	8:00 a.m. – 5:00 p.m.
Thursday	8:00 a.m. – 5:00 p.m.
Friday	8:00 a.m. – 5:00 p.m.
Saturday	8:00 a.m. – 11:30 a.m.

REGISTRATION/PROGRAM//BADGES

Q. Where can I find information about registration?

A. Click [HERE](#).

Q. How do I register for the meeting?

A. Registration can be submitted online by clicking the appropriate link on the Congress Web site or by clicking [HERE](#). If you have problems with the online registration form, contact Peggi McGovern at ashgmeetings@ashg.org.

Q. Do I have to be a member to attend?

A. No, but the registration fees are reduced for members. You can become a member during the registration process (simply click on the appropriate link).

Q. What does my registration fee include?

A. Click [HERE](#) to view what your registration includes.

Q. Can someone else register another person?

A. Yes, as long as they can provide all of the necessary information and payment.

Q. I have a question about my registration. Who should I contact?

A. Please contact ashgmeetings@ashg.org.

Q. How much does it cost to register?

<i>Single day registrations are not available.</i>	EARLY REGISTRATION (before August 30 at 5:00 pm, U.S. EST)	ADVANCE REGISTRATION (August 30 through October 5 at 5:00 pm, U.S. EST)	ONSITE REGISTRATION (In Montreal, starting October 11)
--	---	---	--

IFHGS Member Society Delegate ¹	\$450	\$550	\$600
IFHGS Member Society Delegate ¹ (Student/Trainee*)	\$150	\$250	\$350
Non-member Delegate	\$700	\$800	\$850
Non-member Delegate (Student/Trainee*)	\$325	\$425	\$525
Developing Country Delegate ²	\$250	\$350	\$400

¹ ***IFHGS Member Society delegates are eligible for the discounted rate if they are members of any one of the seven IFHGS Full Member Societies, who are in good standing (meaning dues are currently paid). To save on registration fees, join one of the IFHGS Full Member Societies.***

** Student/Trainee Delegates (members and nonmembers) may register at the discounted rates. Postdoctoral fellows and students working toward a degree in human genetics (or an allied field) qualify for the rate. Trainees will be asked to input certain information to meet the criteria. Trainees who register on-site should bring a student ID card or a letter signed by their department head to certify current status.*

² Click [HERE](#) for a list of eligible countries.

Q. Can you provide me with a letter of invitation?

A. Yes. This is automatically generated (to all registrants including those living in the United States) when you register. *We do not provide letters of invitation to attendees that have not registered for the meeting.* We urge all foreign travelers to register and apply for a visa at least 6 months in advance of the start of the Congress. For questions regarding this policy, contact ashgmeetings@ashg.org.

Q. Can I pay by credit card?

A. Yes, you may pay registration fees by credit card. The credit cards that we accept are MasterCard, Visa, Discover and American Express.

Q. Can I pay by check?

A. The preferred method of payment is by credit card (see above). Please contact ashgmeetings@ashg.org if you are unable to register with a credit card.

Q. I have already registered for the meeting, but forgot to sign up for the special events. Can I still sign up for them?

A. Please contact ashgmeetings@ashg.org about adding the special event to your registration.

Q. Can I register a family member as a guest (e.g., spouse)?

A. Yes, you can register a guest for a fee of \$175. The guest must accompany a paid scientific registrant in order to qualify for this rate. This option is only available onsite. The fee includes access to the opening and closing sessions, the opening reception and access to the exhibit hall each day.

Q. I registered by the “early” deadline of August 30 but have not received my badge. Who should I contact?

A. Please go to any of the “Advance Registration/Badge Pickup” counters to receive badge in the registration area while you are onsite.

Q. Will I receive my badge prior to traveling to the meeting?

A. U.S registrants (that registered by the “early” registration deadline of August 30) will receive their badge in advance. Also, registrants from the top three registering countries (Canada, United Kingdom, and Japan) will also receive their badge in advance. All other registrants can pick up their badge in the registration area of the Montreal Convention Center (Level 2) starting Tuesday, October 11. The onsite registration hours are as follows:

Tuesday: 10:00am-7:00pm
Wednesday: 7:00am-6:30pm
Thursday: 7:15am-5:00pm
Friday: 7:30am-5:00pm
Saturday: 7:30am-12:00pm

Q. I have lost my badge or my name is misspelled on my badge. What do I do?

A. You will be able to receive a replacement badge on-site at the Registration Help Desk once you arrive in Montreal.

Q. Where do I go for badge corrections?

A. Registration Help Desk/Replacement Badge Counter during registration hours. The onsite registration hours are as follows:

Tuesday: 10:00am-7:00pm
Wednesday: 7:00am-6:30pm
Thursday: 7:15am-5:00pm
Friday: 7:30am-5:00pm
Saturday: 7:30am-12:00pm

Q. I've registered for the meeting but unexpectedly cannot attend. May I send someone else in my place? If so, how would I go about making this substitution?

A. Registrations **cannot be transferred to another person.** If for any reason the registrant cannot attend, that registration must be cancelled, and the replacement person must register for the meeting. Please contact ashgmeetings@ashg.org.

Q. What is the cancellation/refund policy?

A. To cancel a registration and receive a refund, registrants must send an e-mail to ashgmeetings@ashg.org. Requests for refunds will be honored if they are received no later than **September 8, 2011**. Refunds will not be processed until all badges and/or tickets are returned. Please note that cancellations are subject to a processing fee of \$75. No refunds will be issued for requests received after the deadline.

Q. What publications will I receive as part of the registration fee?

A. You will receive the official Program Guide. The program information, meeting abstracts and itinerary builder will also be available on the ASHG Web site starting August 31, 2011.

Q. Will I receive any publications in advance of the meeting?

A. No. All registrants are to pick up a Program from the registration area of the Montreal Convention Center. Registration hours will be posted in August. All Program information will be available on the Congress Web site starting in August.

Q. How can I find out if a colleague is attending the meeting and get a message to him or her?

A. Click **HERE** to view a list of pre-registered attendees. You can also post a written message in the registration area once you are in Montreal.

Q. What are the on-site registration hours?

The onsite registration hours are as follows:

Tuesday: 10:00am-7:00pm
Wednesday: 7:00am-6:30pm
Thursday: 7:15am-5:00pm
Friday: 7:30am-5:00pm

Saturday: 7:30am-12:00pm

HOTEL RESERVATIONS

Q. Where can I find information about hotel reservations?

A. Visit the Congress Web site and click on the [hotel](#) link. The deadline to make hotel reservations is August 31.

Q. What is the headquarter hotel?

A. We have two headquarter hotels. They are as follows:

Fairmont Queen Elizabeth Hotel

900 Rene-Levesque Blvd., West
Montreal, QC Canada H3B 4A5

Le Centre Sheraton Hotel

1201 Rene-Levesque Blvd., West
Montreal, QC Canada H3B 2L7

Q. Will transportation be provided between the hotels and the convention center?

A. No. All official hotels are within walking distance and underground pedestrian walkways and metro stops are conveniently located near all hotels.

Q. What is the closest metro station to the convention center?

A. The *Place d'Armes* stop on the orange line. Click [HERE](#) to view a map of the metro.

Q. When can we begin to reserve hotel rooms?

A. We urge attendees to utilize the hotels in the official room block. **The housing deadline is August 31, 2011.** We suggest you make your hotel reservation early to ensure the rate and hotel of your choice. If you do not know your exact dates, you can guess and adjust them closer to the time.

Q. How do I make changes to my hotel reservation?

A. Prior to August 31, all changes and cancellations should be made directly with the Housing Bureau either by e-mail at reservation@tourisme-montreal.org or telephone at 514-844-0848.

Q. Will I receive a confirmation from the hotel?

A. Once you have reserved a hotel room, the Housing Bureau will send you a hotel acknowledgement. You will not receive a separate confirmation from your assigned hotel.

Q. What is the hotel cancellation policy?

A. Click [HERE](#) to view the cancellation policy.

Q. Do you have information on room sharing or car pooling?

A. Yes. Please visit the [Congress Web site](#) to post a message on the Bulletin Board.

Q. What assistance do you have for attendees with special needs (such as those that are hearing impaired and may need an ALS interpreter)?

A. If you have questions or need further assistance please e-mail the ASHG Meeting Management Office at ashgmeetings@ashg.org.

TRAVEL

Q. Where can I find out more information about Montreal?

A. Click [HERE](#) for details.

Q. How can I coordinate sharing a room with another attendee?

A. Visit the [Congress Web site](#) to post a message on the Bulletin Board.

Q. Will transportation be provided between the hotels and the convention center?

A. No. All official hotels are within walking distance and underground pedestrian walkways and metro stops are conveniently located near all hotels.

Q. What is the closest metro station to the convention center?

A. The closest metro is the *Place D'Armes* stop. Click [HERE](#) for metro details.

Q. Is there parking available at the Convention Center?

A. Yes. Click [HERE](#) for details. The Montreal Convention Center has two nearby parking garages. The Viger indoor parking garage has 400 spots and is located at 1025 Chéneville, between Jeanne-Mance and Saint-Urbain. The Quartier International de Montréal indoor car park can accommodate 1200 vehicles. It is located at 249 Saint-Antoine West. The parking rates vary depending on how long your vehicle is parked in the lot. Cash, VISA and MasterCard are acceptable payment methods.

VISAS, PASSPORTS/INTERNATIONAL TRAVEL

Q. How do I find out if I need a visa for entering Canada?

A. Click [HERE](#) for details.

Q. What are the requirements for citizens of the United States when entering Canada?

A. A valid passport is required with at least 6 months left before the passport expires.

Q. What documentation do I need to enter Canada?

A. A valid passport is required for all non-residents entering and exiting Canada. The passport must have at least 6 months remaining before the passport expires. You may also be required to apply for a visa. Please click [HERE](#) to see if a visa is required.

Q. Can you provide me with a letter of invitation?

A. Yes. This is automatically generated (to all registrants including those living in the United States) when you register. *We do not provide letters of invitation to attendees that have not registered for the meeting.* We urge all foreign travelers to register and apply for a visa at least 6 months in advance of the start of the Congress. For questions regarding this policy, contact ashgmeetings@ashg.org.

GENERAL INFORMATION

Q. Where will the Congress be held and what is the address?

A. The meeting will be held at **Le Palais des Congrès (Montreal Convention Center)** located at 101 Place Jean Paul Riopelle, Montreal, Quebec, Canada, H2Z 1H2. The closest metro station is *Place d'Armes*.

Q. What hotel will serve as the headquarter hotel?

A. We will have two headquarter hotels as follows: Fairmont The Queen Elizabeth Hotel (900 Rene-Levesque Blvd., West, Montreal, Quebec, Canada, H3B 4A5) and the Le Centre Sheraton Hotel (1201 Rene-Levesque Blvd., West, Montreal, Quebec, Canada, H3B 2L7).

Q. What is the expected meeting attendance?

A. 7,000 scientific attendees and 1,200 exhibit personnel (180 exhibit companies).

Q. What is the schedule by day for the meeting?

A. Click [HERE](#) to view the schedule.

Q. If I bring my children, are they permitted to attend educational and social events with me as well as visit the exhibits?

A. Registered parents or guardians may bring children under the age of 18 to educational and social events provided the children do not disrupt the event. Under no circumstances are children under the age of 18 allowed in the exhibit hall during set up and dismantle times.

Q. What is the attire/dress code for the Congress?

A. Attire is business casual for Congress sessions and social events. Remember to dress in layers and wear comfortable walking shoes.

Q. Is there a message center telephone number I can give my family/office in case of an emergency?

A. The Message Center, located in the Montreal convention center, will be open Tuesday-Saturday. The telephone number for the message center is 514-789-3402. Attendees cannot be paged. Please see below for further telephone numbers.

Q. Will there be internet access inside the convention center?

A. Complimentary Wi-Fi is available in all public areas. To access this service, open your browser and set the SSID (wireless network identified) to ICHG2011. The password is ICHG2011. Technical support will not be provided. Remember to consider the security implications of using the wireless network and protect your device accordingly.

Q. Will there be a luggage/coat check available in the convention center?

A. Yes it is located on Level 2. The fee is \$2 per item.

Q. Is there a business center available for making copies, sending faxes, etc.?

A. No. However you have some nearby options as follows:

[MP Reproductions](#) located across the street from the Montreal Convention Center They are open Monday-Friday 8:00 am to 6:00 pm;

[Staples Printing Services](#) - (Called Bureau en Gros in Quebec); Located at Complexe Desjardins (2 blocks away from the Montreal Convention Center and located in the same building as the Hyatt Hotel); Open Monday-Friday 8:00 am to 7:00 pm; Saturday 10:00 am to 5:00 pm

Q. Are there places to eat near the convention center/inside the center?

A. Yes. There are several restaurants on the lower level of the Montreal Convention Center as well as lots of restaurants nearby. You can visit Tourism Montreal's Web site at to search for options by clicking [HERE](#).

Q. What are my options for child care at the meeting?

A. We do not provide formal childcare at the meeting. Attendees should make arrangements directly with the hotel where they are staying (prior to arriving at the meeting).

Q. Where can I nurse my baby or change diapers?

A. We have set aside a family room located inside the convention center (Room 341/342). The family room will be open during registration hours.

Q. Where is the lost and found?

A. Please visit the Congress Management Office (Room 515) to look for items lost or turn in items found.

Q. Do you have a room where I can prayer?

A. Yes, Room 343 has been set aside for the prayer room and will be open during registration hours.

Q. Do you have a list of local hospitals in downtown Montreal?

A. Yes. Click [here](#) for a full list of hospitals.

Q. Where can I find nearby grocery stores or a 24-hour pharmacy?

A. Pharmacy open 24 hours:

Pharmaprix Cote-des-neiges
5122, Côte-des-Neiges, Montreal; Tel : 514-738-8464

Grocery store closest to the Convention Center and hotels:

[IGA Marché Louise Ménard](#) (514-843-6116)
5 Place Desjardins

TELEPHONE NUMBERS/OFFICE LOCATIONS

All offices are located at the Montreal Convention Center. Office telephone numbers will be operational starting Tuesday, October 11 through Saturday, October 15:

Emergency: dial '555' from any of the black house phones inside the Montreal Convention Center or 514-871-3141. For emergencies outside the Montreal Convention Center, dial 911.

ASHG/ICHG Meeting Office

Room 515: Tel #: 514-789-3408

Exhibitor Registration/Management

Room 220d entrance: Tel #: 514-789-3401

Montreal Convention Center (main number)

Tel #: 514-871-8122(*permanent number*)

Housing Counter

Viger Foyer: Tel #: 514-789-3405

Housing Bureau

Tel #: 514-844-0848 (*permanent number*)

Information Counter (ASHG/ICHG)

Viger Foyer: Tel #: 514-789-3402

Information Counter (Montreal Convention Center)

Viger Foyer: Tel #: 514-871-3183

Message Counter

Viger Foyer: Tel #: 514-789-3402

Press Office

Room 518B: Tel #: 514-789-3413

Registration Assistance/Help Counter

Viger Foyer: Tel #: 514-789-3403

Security (ICHG/ASHG Show Management)

Tel #: 514-789-3419

Security (Montreal Convention Center)

Tel #: 514-871-3141 (*permanent number*)

Click [HERE](#) for a list of ICHG/ASHG Meeting Staff.