

## FREQUENTLY ASKED QUESTIONS

### 1. Where can I buy a ticket for OEES?

Tickets can be purchased at [www.live.oees.pl/en/tickets2023](http://www.live.oees.pl/en/tickets2023)

### 2. How much does it cost to participate in OEES?

This year we have three following price thresholds:

- from 15.06-31.08, the price is:
  - on-site + online ticket - 229 PLN gross
  - online ticket - 59 PLN gross
- from 1.09-8.11, the price is:
  - on-site + online ticket - 329 PLN gross
  - online ticket - 79 PLN gross
- from 9.11-22.11, the price is:
  - on-site + online ticket - 429 PLN gross
  - online ticket - 99 PLN gross

### 3. Do I need to create an account to buy a ticket?

Yes, to purchase a ticket, you must create an account on [live.oees.co.uk](http://live.oees.co.uk), as once you buy a ticket, your account will be automatically granted access to the event.

### 4. I have a discount code. How can I use it?

Use the discount code while purchasing a ticket. The space to enter it is on the right side, under the payment summary.

### 5. How do I pay for my ticket?

There are two payment options: via PayU service (BLIK, instant payment, bank card) or traditional transfer (based on a proforma invoice). If you choose the traditional form, the congress ticket will be sent only after the order has been paid for.

### 6. How do I buy tickets for several people?

To buy more than one ticket, contact us at [rejestracja@oees.pl](mailto:rejestracja@oees.pl)

### 7. I want to receive an invoice for the company. How do I do it?

The system automatically issues an invoice to the individual, using the details provided during registration. Please enter your company details at the checkout stage if you wish to receive a company invoice.

### 8. My order payment failed - how can I re-pay?

If you are unsuccessful in paying for your order, please go to the ticket selection page and purchase again.

### 9. I am disabled and need a carer to accompany me to the event. Do I need to buy a ticket for this person too?

If this is the case, please contact us at [rejestracja@oees.pl](mailto:rejestracja@oees.pl)

**10. I would like to attend the event with my child, do I need to buy a ticket for them too?**

A child accompanied by an adult can attend the event for free. Please note, however, that we do not provide childcare for children during the congress. During on-site registration, you will be required to complete a child registration form for your child to attend the event.

**11. Are there special tickets for students?**

Yes, there are special free tickets for students. You are entitled to a free ticket if you are under 26 years of age and hold a valid student or PhD card.

**12. Are there special tickets for secondary or primary school students?**

If you are interested in tickets for secondary or primary school students, please contact us at [rejestracja@oees.pl](mailto:rejestracja@oees.pl)

**13. I have not received confirmation of my registration and ticket. What should I do?**

First of all, make sure that the payment for the ticket has been made correctly. If so, your purchased ticket should be sent to the e-mail address you provided when you created your account.

If you have not found your purchased tickets in your e-mail inbox, please check if your order has fallen into another folder, such as SPAM or OTHER.

If you still have not found your purchased tickets in any of your e-mail folders, but you have an active account on the [live.oees.co.uk](http://live.oees.co.uk) platform, please check that the e-mail address you provided during registration is correct. How to do it? Log in to the platform. In the top right corner, click on your name and "Edit Profile". Here you can check whether an error has been made in the e-mail address you entered.

If you have an active account on the [live.oees.pl](http://live.oees.pl) platform, you can also download your ticket directly from the platform. How to do it? Log in to the platform. Click on your name in the top right corner, then on "Edit profile". You can find your ticket under "My Events".

**14. There is an error in the invoice for my order - how can I order a corrected invoice?**

If you need to make an invoice correction, please contact us at [finanse@fundacijagap.pl](mailto:finanse@fundacijagap.pl)

**15. I want to receive an invoice in English - how can I do this?**

To receive an invoice in English, you must make your purchase on the English version of the LIVE OEES platform. You can switch to it by using the button in the top right corner.

**16. Can I cancel my order after payment has been made?**

You may cancel your participation in the Congress (after the payment has been made) under the conditions specified in the Regulations by the deadline of 31.10.2023, by sending a written statement of resignation to the Organiser in the form of a registered letter to the Organiser's address or electronically to the e-mail address [rejestracja@oees.pl](mailto:rejestracja@oees.pl).