



FREQUENTLY ASKED QUESTIONS

A. MEMBERS & NON-MEMBERS

Who is categorized as a member of this event?

The member of AAC-AAIC Community are CHINAEASA – DAI – EOAI – FAFAI – JEOA – IFTCMA

How can I register as a member?

Special invitation member codes are adequately distributed to your respective secretariat. If you have not yet received it, please send an email to secretariat@aac-aaic.com which states the company name and membership number of your respective association (if available). We will send you a special invitation member code within 2x24 hours.

How to use this special invitation member code number?

One number can only be used once. One number is valid for one delegate only. This special number can be used when registering online and fill it in the member code field.

B. ABOUT REGISTRATION

How to know that the online registration process I am doing is correct and successful?

Your successful registration process is when you get an E-VOUCHER at the end of the process like below sample :

<p>TICKET TYPE : PLATINUM PACKAGE (IDR 81.000.000)</p>	
	<p>Sustainable Growth of The Aromatic Industry through Value Chain Empowered and Applied Research</p> <p>B2B Aroma Expo, 23 - 26 April 2018 B2C Aroma Expo, 24 - 26 April 2018 Congress & Conference, 23 - 26 April 2018 ROYAL AMBARRUKMO YOGYAKARTA</p> <p>www.aac-aaic.com</p>
<p>ASIAN AROMATHERAPY INGREDIENTS CONFERENCE SPONSORSHIP</p> <p>23 APR 2018 10:00 - 20:00</p> <p>ROYAL AMBARRUKMO, JL. LAKSDA ADISUCIPTO NO.81, CATURTUNGAL, D.I. YOGYAKARTA YOGYAKARTA - KOTA YOGYAKARTA - D.I. YOGYAKARTA</p>	<p>16489094155644</p> <p>TICKET 1 of 1</p>
<p>TERMS & CONDITION</p> <ul style="list-style-type: none"> Proof of ID every ticket / voucher Wajib menunjukkan kartu identitas untuk setiap tiket/voucher E-voucher can be exchanged at ROYAL AMBARRUKMO Hotel Yogyakarta on 22-24 April 2018, 9 Am - 6 Pm E-voucher ini dapat ditukarkan di ROYAL AMBARRUKMO Hotel Yogyakarta pada 22-24 April 2018, 9 Am - 6 Pm Tickets are non-refundable Tiket yang sudah dibeli tidak dapat dikembalikan We are Not responsible for the lost of this e-voucher Kami tidak bertanggung jawab atas kehilangan e-voucher ini NO WEAPON & NO DRUGS Dilarang membawa senjata tajam atau obat-obatan yang melanggar peraturan We will have every night to refuse and/or discharge entry for ticket holders that does not meet the Term & Condition Penyelenggara berhak untuk tidak memberikan izin untuk masuk ke dalam tempat acara apabila syarat-syarat & ketentuan tidak dipenuhi 	
<p>www.aac-aaic.com</p>	<p>021 - 31282127 (Loket.com) 021 - 7827452 (Secretariat DAI) (9 Am - 6 Pm)</p>
	<p>@LOKETID</p>
<p>Powered by Loket.com</p>	

What are the flow of the correct registration process?

- 1) Click on REGISTRATION button on official website : www.aac-aaic.com
- 2) Choose a category : MEMBER or NON-MEMBER
As a MEMBER, you will have an invitation code which have adequately distributed to your respective secretariat. If you have not yet received it, please send an email to secretariat@aac-aaic.com which states the company name and membership number of your respective association (if available).
- 3) Select the desired event package category (input member code if applicable)
- 4) Enter initial required data
- 5) Choose your preferred payment method
- 6) Do the transaction with some options :
 - Credit / Debit Card (max. 15 minutes of transaction time)
 - Virtual Account (max. 3 hours of transaction time)
 - ATM Transfer (max. 3 hours of transaction time)
 - Direct Bank Transfer (max. 7 days of transaction time)
- 7) Wait for the verification
- 8) If the payment is successful you will get a notification email that state : TRANSACTION SUCCESSFUL. (if not been successful, it states : PENDING).
- 9) Click on button to get E-VOUCHER
- 10) You will be linked to a final custom form that should be completed.
- 11) Click on Submit button > you will get E-VOUCHER
Keep e-Voucher to claim your reservation upon arrival at the event.

Why are all these event payments denominated in rupiahs instead of in dollars?

Based on the Central Bank of Indonesia's Regulation No. 17/3/PBI/2015, mandatory use of Rupiah currency for any type of transactions is to be conducted within the territory of Indonesia both for cash and non-cash transactions (for examples: check, money order, credit card, debit card, ATM card or any other forms of electronic money).

What is the Rupiahs exchange rate against US dollars applicable to calculate the forecast?

The Rupiah exchange rate against the US Dollar is currently in the range of USD 1.00 = IDR13,300 – IDR13,600.

Exchange rates are applied respectively to each of other international currencies by each authorized agency in their home countries or by any global monetary settlement agencies based on the date of the transactions made.

The Committee takes no responsibility for subsequent exchange rates applied by the credit card companies, when your statement is converted into other currencies. Bank charges and commissions are to be borne by Delegates

Do all registration fees include applicable taxes?

All registration fees inclusive of prevailing government tax & service charge.

When should I pay for the registration fee?

Registration is ONLINE, so the payment must be made upon. We suggest to read the thoroughly the brief program and learn the fee structure stipulated in the website : www.aac-aaic.com prior to register.

Why is my registration status PENDING / EXPIRED?

Answer:

- 1) The registration process is not yet 100% done.
- 2) Using the Direct Bank Transfer payment method. The registration system provides a grace period of up to 7 days. Where as long as the payment has not been received by the recipient bank, your registration status becomes PENDING.

What is included in the cost of my registration?

Depends on the event package you have taken. For example, your conference registration includes full and open access to all sessions and events. As applicable, breakfast, lunch, evening receptions and breaks are also included. Conference attendees are responsible for all related expenses such as air travel, ground transportation, lodging.

Is there a Registration deadline?

All event registration deadline will be on March 15, 2018, in order to allow us sufficient time to finalize the necessary local logistical arrangements. Please be aware that the Conference may already be fully booked prior to this date, therefore we encourage you to register and also reserve accommodation as early as possible.

How do I modify my Registration?

Once you have completed your registration, you cannot modify it by yourself. Should you need to make any changes, please contact the Secretariat: secretariat@aac-aaic.com for assistance.

Refund/ Cancellation Procedure?

Refunds of any registration fees paid will be at the rate of a 50% with written notification e-mail received by the Committee on or before January 31, 2018 and NO REFUND after January 31, 2018.

C. THE EXHIBITIONS (B2B EXPO & B2C EXPO)

Where will be workshop, conference & exhibitions (B2B EXPO/ B2C EXPO) sessions be held?

All of the workshop, congresses, conferences and B2B EXPO will be held at the main hotel : Royal Ambarrukmo Hotel Yogyakarta. The B2C EXPO will be held at Ambarrukmo Plaza Yogyakarta, a shopping mall located in one complex with the main hotel.

As Exhibitors, can I or my guest attend conference or other functions, as well as evening receptions?

No guest allowed attending all sessions/ functions. If you wish to attend the conference or other functions as a delegate, the appropriate registration form must be completed onsite together with the applicable registration fee.

D. WORKSHOP – CONFERENCE – POST CONFERENCE AROMA TOURS

What language(s) will be used for the Conference?

All presentations delivered during the Conference, as well as all resources and materials provided, will be in English, Japan, Mandarin and Indonesia.

Can I substitute/transfer someone else to attend the Conference?

You can substitute someone else by emailing secretariat@aac-aaic.com with the new registrant's name and contact information. Hotel reservation should also be informed accordingly. Please supply with valid copy passport.

Will there be presentation handouts provided onsite?

No paper handouts, printing of materials, USBs will be available onsite for all delegates. All handouts will also be available via www.aac-aaic.com. Registrant log-in is required to access.

Can I register onto a workshop at the conference venue?

Yes, you may register onto workshops on site and our registration personnel will be happy to help you.

How many attendees will be at my conference?

This varies for each conference. Please do ask at our registration desk if you would like us to assist in facilitating meetings with anyone present to ensure you receive maximum benefit from the day.

E. HOTEL & TRANSFER

What about accommodation?

The cost of the hotel accommodation and travel is not included in the registration fee. Details of the accommodation options are included within the accommodation information. To book your room in official hotel partners with special rates, kindly use the booking engine in www.aac-aaic.com/accommodation

Special Needs

If you have any special needs, disabilities, and/or dietary restrictions that we may address to make your participation at our events more enjoyable, please do let us know when registering.

F. SPONSORSHIP

I'm interested in partnering with the event, who do I contact?

For sponsorship queries please contact secretariat@aac-aaic.com . Or you just explore the www.aac-aaic.com, and see the details in Sponsorship section.

G. GENERAL

Do I have to pre-register for the sessions I want to attend?

It is not required to pre-register for sessions. Simply show your ID/ badge when you enter the particular-session. The ID/ badge contains sessions you may or may not enter the session

How can I obtain an official invoice?

Your original invoice can be claimed upon your registration

Is Wi-Fi Provided?

Free (limited bandwidth) Wi-Fi is available in the main conference areas and in nearly all session rooms. No Wi-Fi is available for use by exhibitors in B2C EXPO arena.

What is the attire?

The dress code for the Conference is business casual. Meeting room temperatures will vary, so wear layered clothing to ensure your personal comfort. We also recommend comfortable shoes. Except for welcome dinner held on April 23, 2017. All AAC & AAIC delegates will wear Javanese outfits < called : Surjan (Male) & Lurik (Female) > for traditional procession. These outfits will be distributed upon re-registration and receiving the satchel package. The outfit size measurement (size S to special size) are personally questioned when you pick registration for Workshop, Conference and Post Tours section

Where is the information center?

General questions about the Conference and others are answered at the Hospitality Desk located near the conference room.

Is there an attendee list?

A list of attendees will be printed in program book

I have special needs (dietary, mobility, etc.). How can I inform you of them?

Please note all special needs on the registration form (custom form) or you may send an email to secretariat@aac-aaic.com. The Committee will make every effort to meet your specific accommodation needs.

What is the closest airport?

Adi Soetjipto International Airport (JOG) is the one and only airport and is less than 30 minutes driven from the main hotel (Royal Ambarrukmo Yogyakarta).

How can I get to the venue?

The hotel phone number is listed within the conference information. Once registered, you will receive a location Map. Please contact us if you require any further information or assistance.

Additional questions not covered in this FAQ?

Contact : secretariat@aac-aaic.com