



## **Mothers' Union 150th Celebration Registration/Ticket FAQs**

**1. I have registered but have not received an invoice. What should I do?**

A registration confirmation email and invoice are automatically sent once you have completed your registration. If you have not received it, please check your **spam or junk folder**. If it is still not found, you may contact [kimera@confco.co.za](mailto:kimera@confco.co.za) for assistance.

**2. I have made payment. Do I need to send my proof of payment?**

Proof of payment should be shared with The Conference Company only. If you have made payment via Yoco, there is no need to share the Yoco receipt or confirmation, as the payment will be automatically recorded.

**3. Do I need to resend my receipt?**

Once a receipt has been issued by The Conference Company, there is no need to resend the receipt to The Conference Company.

**4. Will I receive a ticket?**

No physical ticket is required. Once you have completed your registration, you will receive a registration confirmation email. Your name badge will be provided when you collect it at the registration desk at the conference venue.

**5. How do I know if my payment was received?**

Payments are processed and reconciled by The Conference Company. Confirmation will be sent once your payment has been received and allocated.

**6. I already registered/ paid. Do I need to do anything else?**

No further action is required once your registration and payment have been confirmed. If additional information is needed, the organising team will contact you directly.

**7. Can I change the name of the person attending?**

Yes. If someone in your group can no longer attend, please email [kimera@confco.co.za](mailto:kimera@confco.co.za) with the replacement attendee's name and contact details.

**8. I sent an email but haven't received a reply yet.**

Please allow 1–2 working days for a response as the team may be assisting multiple groups at the same time.

**9. Can I request a visa support letter?**

Yes. Visa support letters can be issued once your registration and payment have been confirmed. Please fill out the Visa Letter Request form below. Letters will be issued from the start of May.

[Visa Letter Request form](#)