



SCECSAL Conferences **Refund/Cancellation Policy**

Requests for Refund

- 1 Cancellations and refund requests must be made **in writing by email** to the SCECSAL conference organisers (Conference Organisers) by the registrant or the official representative of the organisation sponsoring/paying for the registrant. The request must include all the relevant information (e.g., the name of the bank, account number, name of account holder, routing/SWIFT code, etc) to which a possible refund may be remitted.
- 2 Refund requests will be processed no later than **ONE months** after the conference has concluded.

Refunds

In-person participation

- 3 Requests for refunds received **more than 90 days before the first day of the conference** will be eligible for a **75% refund**. The Conference Organisers reserves the right to deduct any additional bank fees required to issue a refund.
- 4 Requests for refunds received **less than 90 days before the first day of the conference** will not be eligible for a refund for reasons other than death in the immediate family, hospitalization of the registrant or immediate family member (spouse, child, parent, or sibling), or failure to obtain a visa. In such cases, registrants will be eligible for a 50% refund and Conference Organisers reserves the right to request for documented proof before processing the refund. Failure to obtain a visa due to late submission of visa application is not eligible for a refund.
- 5 Request for refunds received **less than 45 days** before the conference will not be eligible for a refund.

Virtual participation

- 6 Only requests for refunds received **more than 30 days before the first day of the conference** will be eligible for a **80% refund**. The Conference Organisers reserves the right to deduct any additional bank fees required to issue a refund.

Substitution

- 7 Substitutions are permitted. Registrants may send a substitute in their place in lieu of requesting a refund. The Conference Organizers must be notified, via email, of this at least not less than 14 days before the start of the conference.
- 8 Substitutions can also be made on-site at the conference registration desk with a signed written notification and proof of payment from an original registrant and a \$50 (or equivalent in local currency of the host country) substitution fee.

Payments

- 9 The email receipt date will be the basis for considering refunds.
- 10 Refunds will be made to the registrant or the organisation that paid/remitted the registration fee. Therefore, the names must be the same as the ones used when remitting the payment.
- 11 Refund amount will be based on the net amount received by the Conference Organisers in the conference bank account.
- 12 Refunds for credit or debit cards payments will be refunded to the same credit/debit card. For cash and bank wire transfer payments, a bank transfer will be made to the payee (registrant or organization) nominated account and all bank charges will be for the registrants account.

Cancellation of the Conference

- 13 In the event that the SCECSAL Conference cannot be held or postponed due to events beyond the control of the Conference organisers or due to events which are not attributable to wrongful intent or gross negligence of the Conference organisers, the Organisers will reimburse the participants after deducting costs already incurred for the organisation of the Conference, but cannot be held liable by participants for any damages, costs, or losses incurred, such as transportation costs, flight booking cancellation charges, accommodation costs, financial losses, etc.

*Adopted by the SCECSAL General Council
on 26 October 2023*