

## CANCELLATION OF THE EVENT - REFUND POLICY

- Full reimbursement of the registration fee is guaranteed for all finalised registrations
- Only the Registration Owner is entitled to receive a refund. Third Party and Group Registrations are reimbursed to the agency or company (Registration Owner/Group Leader) that made the registration
- Refunds are processed according to the method of payment chosen to pay the registration:

### Refund via bank transfer:

- Please download and complete electronically the below form and return it in PDF format to [registration@eadvsymposium.org](mailto:registration@eadvsymposium.org) (or [group@eadvsymposium.org](mailto:group@eadvsymposium.org) in case of a Group Registration)
- Please fill out one unique refund form in case your registration includes multiple orders, showing the order numbers and the total amount paid
- The refund request has to be received at latest by 30 September 2020. After this date, no refund is possible
- All refunds are made within 2 months after the receipt of the relevant form

DOWNLOAD REFUND FORM 

### Refund by credit card:

- Refunds are processed automatically from the back-office (therefore, no written refund request needs to be advanced from the Participant/Registration Owner) on the Credit Card used to settle the online payment.  
Should that Credit Card not be available any longer, please promptly inform [registration@eadvsymposium.org](mailto:registration@eadvsymposium.org)
- All refunds are made within 2 months: if the amount is not visible on your card after the given time, please contact [registration@eadvsymposium.org](mailto:registration@eadvsymposium.org)