

# Conference Cancellation Policy

1. If a registrant is unable to attend an event for any reason they may substitute, by arrangement with the registrar, someone else to attend in their place.
2. Where the registrant is unable to attend, and is not in a position to transfer his/her place to another person or to another event, then the following refund arrangements apply:

## **Authors:**

1. Registrations cancelled as a result of a paper not being accepted are eligible for an 80% refund of the registration fees paid. The remaining 20% of the fee contributes to administration costs incurred.
2. Registrations cancelled more than 60 days before the event are eligible for an 80% refund of the registration fees paid.
3. Registrations cancelled less than 60 days, but more than 30 days before the event are eligible for a 50% refund of the registration fees paid.
4. Registrations cancelled less than 30 days before the event are no longer eligible for a refund.
5. Failure to register after receiving a paper acceptance following the review process will incur a EUR50 review fee.

## **Non-authors:**

1. Registrations cancelled more than 10 working days before the event are eligible for a refund of the registration fees paid, less a EUR50 administration charge.
2. No refunds are available for cancellations made within 10 working days of the event.

## **Visa Issues:**

1. Cancellations made after a failed visa application will be refunded the registration fees paid less an administration charge of EUR 50 per participant registered providing notification is received within 10 days of the event.

### **Important note for failed visa applications**

Notification must be received by LWAG in writing (email or fax) no later than **10 (ten) working days before the conference starts** for refunds to be eligible. Cancellations received after this cut-off time will no longer be eligible for refund.

### **Refunds will be made in the following ways:**

1. For payments received by credit or debit cards, the same credit/debit card will be refunded.
2. For all other payments, a bank transfer will be made to the payee nominated account.

**Important:** For payments received from outside Europe by bank transfer, the refund will be made by bank transfer and all bank charges will be for the registrants account.