

CANCELLATION POLICY

GHEP-OS



GHEP Online School

1. Early registration period (members only)

For all GHEP-ISFG members (students or not) registered with a seat, once registration for the workshops has been formalized, you will have **until January 16, 2025, to make the payment** (it is advisable to make the payment at the time of registration). After that date, if payment has not been made, the seat may be lost, in favour of those who have been included on a waiting list, who will be contacted to confirm their registration and make the payment immediately, to ensure their seat.

During this first special registration period, GHEP-ISFG members will be able to register for two or three workshops (packs) with a special discount. If there is a **request to cancel** a registration in a **workshop pack, the entire pack is cancelled**, that is, the registrant loses the seat in the corresponding workshops and the refund will be made as established in point 4.

2. Normal registration period

Starting January 16, registration will be open to the entire public (members and non-members):

- During the **early** registration period, the **payment deadline is February 1**;
- During the **late** registration period, the **payment deadline is February 21**.

After each of these dates, if payment has not been made, the seat may be lost, in favour of those who have been included on a waiting list, who will be contacted to confirm their registration and make payment immediately, to ensure their seat.

3. Cancellation

Participants who have paid the registration fee may cancel their registration. The **cancellation request** should be made by email to the GHEP-ISFG Secretariat: secretaria@ghep-isfg.org. It should be stated in the subject: "Request for cancellation of the event -as applicable-". And in the body of the email, the name and surname of the registered person whose cancellation is requested, should be clearly indicated. Cancellation requests will be individualized and personal for each person requesting cancellation. Mass cancellation requests from institutions will not be accepted.

4. Refunds

- A 100% refund (minus 10% of administrative fees) will be made when the cancellation is received at least 30 calendar days or more before the scheduled event.
- A 50% refund will be made if the cancellation is received between 29 and 15 calendar days before the scheduled event.
- No refunds will be made if the cancellation is received less than 14 calendar days before the scheduled event.
- Any cancellation request received less than 14 calendar days before a scheduled event (or after the event date), as a consequence of a duly justified cause of force majeure, will be assessed by the Executive Committee of the GHEP-ISFG, who will decide on proceeding or not the requested reimbursement. In the event of deciding that the refund is appropriate, the deduction of 10% of administrative fees will be applied.
- In case the GHEP-ISFG cancels the event, and it is not rescheduled, the registration fee will be refunded. In case the event is rescheduled, those who are registered will be consulted if they wish to maintain the registration or cancel it. In the latter case, a 100% refund (minus 10% of administrative fees) will be granted.