

CANCELLATION POLICY



For all those registered with a seat, once the registration in the events (meeting/symposiums/workshops) is formalized, you will have **until September 1, 2025, to make the payment** (it is advisable to make the payment immediately with the registration). After that date, if the payment has not been made, the reservation of the seat will be lost, in favor of those who have remained on the waiting list, who will be contacted to confirm registration and make payment immediately, to ensure their seat.

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 -that corresponds-". And the body of the email should clearly indicate the name and surname of the registered person whose cancellation is requested. Cancellation requests will be individualized and personal for each person requesting the cancellation. Mass cancellation requests by institutions will not be accepted.

Refunds will be made as follows:

- 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, which will decide on the origin or not of the requested reimbursement. In the event of deciding that the refund is appropriate, the deduction of 10% of administrative expenses will be applied.
- In case the GHEP-ISFG cancels the event and there is no rescheduling of the event, the registration fee will be refunded. In case of rescheduling of the event, those 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.