

CANCELLATION POLICY

1. Early Bird Registration Period (until March 31, 2026)

Those who have secured their seat after completing registration for all events (meeting, symposium, and workshops) will have **until March 31, 2026, to proceed with payment** (it is recommended to do so immediately after registration). After this date, if payment is not received:

- the seat will be canceled in favour of those on the waiting list;
- and, in the case of new registrations, the late registration fee will apply.



During this early registration period, individuals can register for packs of two training events at a special discount. If a registration for a pack of events is cancelled, the entire pack will be cancelled; that is, the registrant will lose their seats in the corresponding events, and the refund will be processed as outlined in point 4.

2. Late Registration Period (from April 1, 2026 to May 15, 2026)

Those registered with a seat, once their registration for the events (meeting/symposium/workshops) has been finalized, will have **until May 15, 2026 to proceed with payment** (it is advisable to make the payment immediately upon registration). After that date, if payment has not been made, the seat will be lost.

3. Cancellation

Participants who have paid the registration fee may cancel their registration. The **cancellation request** must be made by email to the GHEP-ISFG Secretariat: secretaria@ghep-isfg.org. The subject line should read: "Request for cancellation of the event -corresponding event-". 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.

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, 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.