

## ICOT 2025 — Refund & Cancellation Policy

**Scope.** This policy applies to all ICOT 2025 registrations (onsite and online) and paid add-ons (tutorials, workshops, social events). Processing fees charged by banks, cards, or e-wallets are **non-refundable**.

### 1. Refund Schedule (Registration Fees)

All payments made are final and non-refundable under any circumstances

### 2. Add-Ons (Tutorials, Workshops, Social Events)

All payments made are final and non-refundable under any circumstances

### 3. Visa-Related Cancellations (Onsite Delegates)

- Invitation letters are issued **only after full payment**.
- If your visa is **formally refused**, you may switch to online participation with official proof (embassy/consulate letter).

### 4. Substitutions (Name Changes)

- A colleague from the **same organization** may attend in your place **free of charge until D-7 (Nov 24, 2025)**.
- After D-7, substitutions may incur an admin/reprint fee.
- Please update dietary/access needs when requesting a substitution.

### 5. Transfers Between Onsite ↔ Online

- You may switch **once** (onsite ↔ online) **until D-14 (Nov 17, 2025)**.
- If moving from a lower-priced to a higher-priced category, pay the difference.
- If moving from a higher-priced to a lower-priced category, the **difference is not refunded**.

### 6. Author-Specific Terms

- At least **one author per accepted paper** must be registered and paid by the **author/camera-ready deadline** (as stated in the acceptance email).
- If the required author registration is not completed on time, the paper may be **withdrawn** from the program/proceedings.
- **Extra page fees** and **extra paper fees** (if any) are **non-refundable** after payment.

### 7. Currency, Fees, and FX

- Fees are set in **USD**.
- Any bank/intermediary/card/e-wallet charges and FX losses are **borne by the delegate**.
- ICOT/Organizer must receive the **net** amount due.

### 8. Force Majeure

- If events beyond the Organizer's control (e.g., natural disasters, public health orders, strikes) require modification, postponement, or a shift to a hybrid/virtual format, registrations will be **transferred** to the new dates/format.
- Any revised refund options will be announced at that time.

### 9. Contact

- **Registration inquiries:** [icot2025@ideas-lab.org](mailto:icot2025@ideas-lab.org)