



REGISTRATION FEE CANCELLATION & REFUND POLICY

The purpose of this policy is to establish clear guidelines in the event of cancellation of registration. This policy outlines the terms and conditions and approval processes that will be followed. APAC hopes that everyone who registers for the congress will be able to attend. However, APAC appreciates and understands that extenuating circumstances occur. As such, delegates have the right to cancel attendance registration and obtain an applicable refund provided cancellation is done within stipulated timelines. For the sake of transparency and consistency, the APAC Cancellation and Refund Policy is as follows:-

Timeline	Amount Reimbursable
Registration cancellation 90 days prior to the congress date	Fully refunded subject to a \$20 administrative fee
Cancellations between 89 and 70 days prior to the congress date	70% refund of the registration fees subject to a \$20 administrative fee
Cancellations between 69 and 40 days prior to the congress date	50% refund of the registration fees subject to a \$20 administrative fee
Cancellations between 39 and 30 days prior to the congress date	20% refund of the registration fees subject to a \$20 administrative fee
Delegates canceling on or after 6th February 2022 will not receive a refund.	No Refund
No shows	No Refund

The refund and cancellation policy will not be waived at any point and delegates wishing to cancel their registration are required to do so in writing by completing the registration cancellation form and submitting it by email to the Congress Registration Team on registration@apacongress.africa. All due dates are based on Kigali, Rwanda standard time. There will be no refunds after for any cancellations done on or after 6th February 2022.

Additional Information:

1.Registration fees may be transferred to another individual. In such an event, the invoice for the new registration will be revised to reflect the new registrant's personal details. To facilitate this, the original registrant must submit a written authorization in the form of a signed letter via email requesting the transfer to which the Congress Registration Manager will respond to officially.

Upon receipt of a confirmation email issued by the Congress Registration Manager, the substitute delegate must submit a new registration form within 7days. This does not apply to sponsored delegates who will need to contact their Sponsorship Focal Point in such cases. All transfers requests must be received before 6th February 2021. Any requests received on or after 6th February 2021 shall not be eligible for the registration swap nor the registration fee refund.

2. All refunds shall be processed within 20 working days of receiving and approving the cancellation request. Upon submission of the cancellation request, the delegate shall receive official communication from APAC approving the request and outlining the next steps for processing the refund.

3. In the event of a delegate having to cancel his/her accommodation, this should be dealt with directly the hotel using the hotel's own cancellation policies, as APAC organization will not take responsibility for such charges.

4. Bank charges arising from refund remittances shall be borne by the delegate.

5. APAC will not accept any liability for death, injury, damages, loss, cost or expense suffered by any person (including accompanying persons or partners or attendant caregivers). In particular, APAC cannot accept any liability for losses arising from the provision or non-provision of services provided by hotel companies or transport operators.

6. APAC reserves the right to modify the programme of the Congress at any time, unilaterally and without notice and does not give any warranty that any particular individual will appear as a speaker or panelist. While APAC will make reasonable efforts to provide accurate information on the [Congress Website](#), APAC makes no guarantees or representations as to the accuracy of such information.

7. If the Congress is cancelled, or if its scheduled date or venue is changed as a result of any force majeure events including, without limitation, natural disasters, acts of God, war, terrorism or any acts or omissions of third parties that are beyond the control of APAC, APAC shall not be liable to participants for any damages, costs or losses incurred including, without limitation, transportation costs, hotel or accommodation costs, and any other financial loss. In case of any such force majeure events, APAC reserves the right either to hold the entire registration fee and apply it towards a future Congress, or to reimburse the registration fee after a prorated deduction of the reasonable costs already incurred for the organization of the Congress.

For questions please contact the APAC registration and delegate management team on registration@apacongress.africa.

