



## CANCELLATION & REFUND POLICY

All cancellations must be sent in writing to the technical organizer's e-mail address [info@erpw2018.com](mailto:info@erpw2018.com) and are subject to the **following cancellation charges**:

### CONGRESS REGISTRATION FEE

- Cancellations of the congress fee before May 31, 2018: 100% of the payment will be refunded, however an administration fee of 50 € / 400 HRK will be charged for the service\*
- Cancellations of the congress fee before August 15, 2018: 50% of the payment will be refunded\*
- Cancellations of the congress fee after August 16, 2018: will not be refunded, other than exceptional circumstances to be reviewed and agreed by the organizing committee

\* **deducted for any bank transfer fees**

Any **name changes** of the purchased registration fee are **50,00 €**

In case of **no-show or early departure**, **no refund** of registration fees will be made.

All refunds will be processed after the Congress.

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### CONGRESS ACCOMMODATION

- Cancellations of hotel accommodation received in writing by June 30, 2018, will be refunded, less a 10% administrative fee\*
- Cancellations of hotel accommodation received in writing between June 30, 2018 and August 15, 2018, will be refunded, less a 25% administrative fee\*
- Cancellations of hotel accommodation received in writing after August 16, 2018 : No refund

\* **deducted for any bank transfer fees**

Any **name changes** of the purchased hotel accommodation are **50,00 € (until 30.08.2018.)**

**Name changes after 1.9.2018. are not possible.**

In case of **no-show or early departure**, **no refund** for hotel accommodation will be made.

All refunds will be processed after the Congress.