



# Cancellation Terms Forum Registration

All EAIR Annual Forum cancellations and Forum fee refund requests must be made in writing to the EAIR Secretariat by email [eairstat@eairstat.org](mailto:eairstat@eairstat.org) with following conditions:

## **Full refunds – 30 days’ notice or more**

Requests to receive a full refund of Forum fee must reach [eairstat@eairstat.org](mailto:eairstat@eairstat.org) 30 days or more prior to the first day of the Forum.

## **50% refunds – 15 to 29 days’ notice**

Requests for refunds that reach the EAIR Secretariat 15-29 days prior to the first day of the Forum will be eligible for a 50% refund.

## **No refunds – 14 days’ notice or less**

Requests for refunds 14 days or less prior to the first day of the Forum will not be eligible for a refund.

## **Author/Speaker refunds**

Authors who have their papers accepted in the Forum programme must register at least 60 days prior to the first day of the Forum. Otherwise their papers will be taken out of the Forum programme. They are not eligible for a refund if their request is not received at least 15 days prior to the first day of the Forum.

## **Visa letters and refunds**

Visa letters/invitations cannot be produced until the full payment for the registration fee has been received in the EAIR Secretariat’s bank account only. In the event that a visa cannot be obtained, a refund may be given. A written notification must be provided to the EAIR Secretariat by post, hand delivery or by email with a copy of the relevant Embassy/Consulate Office communication 15 days or more prior to the first day of the Forum.

EAIR will issue visa invitation letters to participants from countries requiring a visa to enter Portugal, but only upon full payment of the conference registration fee. Please note that the visa application procedure can take up to three months and that EAIR does not give any further support to the visa application process. Obtaining a visa remains the sole responsibility of the participant. Regular cancellation deadlines apply, regardless of whether your visa was granted or not.

## **Substitution Policy**

Registrants may send a substitute participant in lieu of requesting a refund. A notification must be sent to the EAIR Secretariat by email with the details of the replacement at least 15 days prior to the first day of the Forum.

## **Emergency illness/death of registrant or immediate family member**

Refunds may be granted if an attendee is unable to attend the Forum due to health reasons. In this case a letter will be required from a medical practitioner/specialist or the head of the department giving the reason for the absence. If the death of a family member or other extraordinary circumstances occur, evidence must be provided at the discretion of the organizing committee. In the first instance, an email should be sent to the [eairstat@eairstat.org](mailto:eairstat@eairstat.org) giving details of the event.

The EAIR Secretariat will refund Forum fees no later than one month after the Forum has concluded. The refund will be made by bank transfer only. An administration fee of EURO 50 will be applied. Kindly note that the membership fee is not refundable.