



# Cancellation and refund policy

## Registration

Any cancellation of registration must be sent in writing to [registration@wfh.org](mailto:registration@wfh.org) and will be subject to the following conditions:

- Until Friday, May 8, 2020, a refund equivalent to 75% of the paid registration fee will be granted
- **After Friday, May 8, 2020, no refunds will be granted**
- **No name or registration category changes are permitted**
- Requests for refunds with regards to incorrect registration payments or incorrect category selection will not be considered
- Non-attendance will be considered as a cancellation on the day of the event and will incur a 100% cancellation fee

## Housing

Any cancellation or change of registration must be sent in writing to [housing@wfh.org](mailto:housing@wfh.org) and will be subject to the following conditions:

- No name changes are permitted. All name changes will be subject to the cancellation policy. Please do not contact the hotel directly.
- For cancellations received on or before **April 9, 2020** a refund will be issued, less an administration fee equal to one night's accommodation.
- **For cancellations received after April 9, 2020, including if you need to check out earlier than planned, no refunds will be granted.**

**Refunds, if applicable, will be issued no later than one month after the Congress**

## **WFH 2020 World Congress Secretariat and Housing Bureau World Federation of Hemophilia**

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