

## CANCELLATION AND REFUND POLICY

**PLEASE READ THE IMPORTANT REFUND INFORMATION BELOW – THERE ARE NO EXCEPTIONS TO THE REFUND POLICY**

1. All requests for cancellation and refund must be made not later than 18 October 2019. through email to [plainbot.official@gmail.com](mailto:plainbot.official@gmail.com) , with copy to the PLAI treasurer through email [nbalagapo@gmail.com](mailto:nbalagapo@gmail.com)
2. For requests for cancellation and refund received before 18 October 2019, the full amount of the registration fee will be refunded, minus P500.00 for administrative costs.
3. Requests for cancellation and refund made after 18 October 2019 will be considered only for medical emergency cases requiring hospital confinement, and upon submission of hospital confinement records, including official receipts.
4. No credit/refund will be made for unattended events or early termination of participation or attendance.
5. Refund will be made within 15 days after the Congress was held.
6. Refund will be by check payments only, in favor of the named participant or paying institution.

## CANCELLATION OF THE CONFERENCE

In the event that the conference cannot be held or is postponed due to events beyond the control of the conference organizers, such as force majeure, or due to events which are not attributable to wrongful intent or gross negligence of the conference organizers, the conference organizers cannot be held liable by delegates for any damages, costs, or losses incurred, such as transportation costs, accommodation costs, costs for additional orders, financial losses, etc. Under these circumstances, the conference organizers reserve the right to either retain the entire registration fee and to use it for a future conference, or to reimburse the delegate after deducting costs already incurred for the organization of the conference and which could not be recovered from third parties.