



**FEBRUARY 20 · 21 · 22 · 2025**

## Cancellation Terms & Conditions for ENDO Dubai Congress Registrations

### 1. Cancellation Requests

- All cancellations must be submitted in writing to the Congress Secretariat at [endodubai@mis-academy.com](mailto:endodubai@mis-academy.com)

### 2. Cancellation Deadlines & Fees

- Before December 2024 ,31: Cancellations received before this date will be eligible for a full refund minus a %5 administrative fee and bank fees which were part of the bank necessities.
- Between January 1 and February 1: Cancellations received within this period will receive a %50 refund of the registration fee.
- After February 2 onwards: No refunds will be processed for cancellations received after this date, but substitutions may be allowed (see section below).

### 3. Substitution Policy

- If you are unable to attend, you may substitute your registration with another attendee. Substitutions are allowed until [10 days] prior to the congress, subject to approval by the Organizing Committee. Requests for substitution must be sent in writing to the Congress Secretariat.

### 4. Refund Process

- Refunds will be processed within [30] business days after receiving the cancellation request. All refunds will be issued back to the original payment method used during registration.

### 5. Event Cancellation or Postponement

- In the unlikely event that the congress is postponed or canceled by the organizers, registrants will be notified immediately. In case of cancellation, participants will receive a full refund. However, the organizers are not responsible for any additional costs, charges, or expenses, such as travel and accommodation fees.

### 6. Force Majeure

- The organizers are not liable for any loss, damage, or delay caused by events outside their reasonable control (e.g., natural disasters, strikes, government regulations, pandemics). In such cases, refunds or other compensatory actions will be assessed at the sole discretion of the organizing committee.