



Policy
Claims for Refund
for the EOF 2022 Event

Following the notice published by the organization on the registration form for the EOF EVENT 2022 (Assisi - September 22/24):

In case of withdrawal / cancellation

There will be a partial refund only in case of cancellations communicated to the Organizing Committee by e-mail before August 15th, 2022. After this time we cannot guarantee even a partial refund, except in exceptional cases to be assessed individually.

Below is the information needed in case of a waiver or cancellation claim:

TERMS AND CONDITIONS FOR REFUND

Request for Refund

To access the process for refund, please send an email to

community@francescoeconomy.org

indicating the subject:

REFUND EOF 2022

and including ALL of the following details in the email:

- *Order Number;*
- *Name;*
- *Surname;*
- *Mail address;*
- *Country of residence;*
- *Motivation of the cancellation;*
- *Payment method used for your fee (STRIPE/Credit Card OR Bank Transfer);*

BANK DETAIL FOR REFUND (in case of refund by Bank Transfer):

- *Bank transfer recipient;*
- *Bank name;*

- *Bank account holder;*
- *N° bank account;*
- *IBAN code for the refund;*
- *BIC/SWIFT.*

BY NO LATER THAN DECEMBER 12, 2022

Scheduled refund rates:

1. Refund of 95% of the participation fee paid.

If the request for cancellation to the event and for a refund has arrived at our official email boxes not later than August 15, 2022, the applicant may be entitled to a refund equal to 95 % of the participation fee paid initially. The 5% of the fee is retained as a contribution for the secretarial operating expenses incurred by the Committee.

2. Refund of 50% of the participation fee paid.

If the request for cancellation to the event and for a refund has arrived at our email boxes between August 16 and September 20, the applicant may be entitled to a refund equal to 50 % of the participation fee paid initially.

3. Refund not applicable.

There is no refund for *NO SHOW* cases, i.e., for those who did not show up to check in at the event or hotel facility on the expected day of arrival (Sept. 21 or 22, as per reservation/accommodation form), without prior notice or with less than 24 hours' notice. This is due to the fact that the organization was still charged for all costs related to hosting and accommodating the participant for the event.

Refund methods allowed:

- If the registration was made with a credit card, the eventual refund will be processed through the Stripe platform with direct deposit to the same credit card originally charged;
- If the registration was done using other payment methods, the eventual refund will instead be made via bank transfer.

Only in very exceptional cases, assessed specifically by the Organizing Committee itself, may other payment methods be considered in addition to those mentioned above.

Refund schedule:

If approved, the refund will be paid by the Organizing Committee within 30 days after the corresponding request.