



# ISE REGISTRATION REFUND POLICY



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### I. Introduction

This policy applies to registrations for all ISE Annual Meetings and Topical Meetings. It sets out the conditions under which registration cancellations may qualify for a refund, the applicable refund levels, and the procedures for requesting exceptions in exceptional circumstances.

### II. Registration Cancellation

Delegates who wish to cancel their registration must notify the ISE Office in writing as soon as possible. Written cancellation ensures that the request is properly recorded and processed.

Refunds will be issued according to the cancellation date and in accordance with the schedule set out below. In all cases, bank charges and administrative fees will be deducted from the refund amount. A minimum deduction of €25 applies to all refunds.

Please note that no refunds will be issued for non-attendance at the meeting. Delegates who do not attend without prior cancellation will be considered no-shows and will not be entitled to any reimbursement.

### III. Refund Schedule

Only Refunds for cancelled registrations will be calculated as follows:

- Up to 30 days before the Early-Bird Registration deadline: Full refund (minus fees), **until 21 June 2026**.
- Up to the Early-Bird Registration deadline: 50% refund (minus fees), **until 21 July 2026**.
- After the Early Registration deadline: 30% refund (minus fees), **from 21 July 2026**.
- Within 30 days of the conference start date: No refund, **after 27 August 2026**.
- No-shows: No refund will be granted.

For the purposes of this policy, the date on which the ISE Office receives written notice of cancellation shall determine the applicable refund level.



## IV. Exceptions for Full Refunds

In exceptional circumstances, the ISE Executive Committee may consider requests for a full registration refund after the meeting has taken place. Such requests are reviewed on a case-by-case basis and are not automatically approved.

Participants seeking an exception must submit a written claim to the ISE Office, together with supporting documentation. The Executive Committee's decision shall be final.

### I. Visa Issues

A full refund may be considered if a participant is unable to attend due to visa-related reasons, including:

- Official visa refusal.
- Failure to receive a visa decision in time to attend the meeting.

Applicants must provide supporting documentation, including proof of visa application submission, relevant correspondence or official notices, and evidence of the visa application timeline.

### II. Medical Reasons

A full refund may be considered if non-attendance is due to serious illness affecting the participant or a close person under their care, including:

- The participant themselves.
- An infant.
- A partner.
- An elderly person under the participant's care.

Supporting medical documentation must be provided for the relevant individual.

### III. Force Majeure

A full refund may also be considered in cases of force majeure, meaning unforeseeable events beyond the participant's control that prevent attendance. These may include, but are not limited to:

- War or armed conflict.
- Natural disasters.
- Major public health emergencies.
- Other global crises affecting travel or participation.

Applicants must provide documentation demonstrating the impact of the event on their ability to attend.

## V. Submission of Requests

All cancellation notices and requests for exceptions must be submitted in writing to the ISE Office. Requests should include all relevant supporting documents at the time of submission to facilitate review.

Incomplete requests may be delayed or may not be considered until the required documentation has been received.



## VI. General Provisions

The ISE reserves the right to interpret and apply this policy. Any refund granted under this policy will be processed using the original payment method whenever possible.

By registering for an ISE meeting, delegates acknowledge and accept the terms of this cancellation and refund policy.