

## **DELIVERY / RETURN POLICY**

Participants (natural persons and/or legal entities) have the right to waive the participation fee, without penalties and without giving a reason, within 30 calendar days before the event for which the fee was paid, regardless of the payment method chosen.

To make a return on the website [www.srnefro.ro](http://www.srnefro.ro), the participant must send a written request to [contact@srnefro.ro](mailto:contact@srnefro.ro). In the request, the participant will mention their first and last name, the name of the event for which they paid the participation fee, the date of purchase and the amount paid. If the cancellation request is made after this deadline, the amount paid will not be refunded.

### **Participation fee**

The participation fee does not include value added tax (VAT).

The participation fee differs for each participant depending on the professional category they belong to and the membership status acquired in the Romanian Society of Nephrology (RSN).

The participation fee is paid through the online payment platform.

RSN reserves the right to limit participants to a single purchase of the participation fee per email address.

### **Delivery of participation fee/Event access**

After purchasing the participation fee and completing the registration form on the website [www.srnefro.ro](http://www.srnefro.ro), the participant will be delivered/sent via email the confirmation of registration.

If the participant does not complete the registration form, he/she may be considered not to have registered and cannot subsequently receive the access data on the platform/access to the event at the location.

Information regarding access to the event will be sent to participants at least 24 hours before the start of the event. More details about access to the conference can be found in the section dedicated to the event.

## **PARTICIPATION FEE RETURN POLICY**

### **PARTICIPATION FEE RETURN POLICY**

Participants (natural persons and/or legal entities) have the right to waive the participation fee, without penalties and without giving a reason, within 30 calendar days before the event for which the fee was paid, regardless of the payment method chosen.

The request for a return will be made in writing to the email address [contact@srnefro.ro](mailto:contact@srnefro.ro). In the request, the participant will mention their first and last name, the name of the event for which they paid the participation fee, the date of purchase and the amount paid. If the request for cancellation is made after this deadline, the amount paid will not be returned.

In the event of a return of participation fees, RSN will refund the value of the fees through the same method by which they were purchased, unless the participant has agreed to another payment method.

RSN refunds all amounts it received as payment from the participant, within 30 calendar days from receipt of the written return request from the participant.

The participation fee is not refundable if it is the subject of a sponsorship or a voucher/prize.

The participation fee is not refundable if the participant did not log in/did not actually participate on the platform/at the location where the event took place.

RSN reserves the right to make some changes to the conference program, changes sometimes independent of its will. However, these changes do not entitle participants to request a refund of the participation fee.

The alienation of participation fees is prohibited regardless of the purpose for which they are made (profit, commercial gain, etc.).

Also, the purchased participation fee is refunded if:

- the event is canceled by RSN;
- the event is postponed/rescheduled to a later date by RSN;

In both cases, RSN undertakes to announce on the website [www.srnefro.ro](http://www.srnefro.ro) and through communication channels (newsletter, social media channels, etc.) the method of returning the participation fee.