

Refund and Cancellation Policy FAQs

Youth Career Accelerator in Health, Geneva

1. Can I cancel my registration for the Youth Career Accelerator in Health workshop?

Yes. We understand that international travel plans may change due to academic, professional, visa, health, personal, or unforeseen circumstances. If you are unable to attend the workshop, you are requested to inform the organizing team as early as possible by submitting a written cancellation and refund request by email.

2. What is the deadline for submitting a refund request?

Refund requests received on or before 31 July 2026 may be considered for processing, subject to verification of the participant's registration and payment details.

Refund requests received after 31 July 2026 may not be eligible for processing, as event-related commitments such as venue arrangements, programme logistics, learning materials, catering planning, site visit coordination, and administrative processing may already have been confirmed by that date.

3. Does submitting a refund request guarantee that I will receive a refund?

No. Submission of a refund request does not automatically guarantee approval. Each request will be reviewed by the organizing team in accordance with the applicable refund and cancellation policy, registration records, payment status, and administrative requirements.

4. What information should I include in my refund request?

To help the organizing team review your request efficiently, please include the following details:

- Full name used during registration
- Registered email address
- Registration ID, if available
- Payment confirmation or transaction reference
- Reason for cancellation
- Preferred contact details for follow-up

The recommended email subject line is:

Refund Request – YCAH 2026 – [Participant Name]

5. Where should I send my refund request?

All refund and cancellation requests should be submitted by email to:

[Insert Contact Email Address]

Please use the subject line:

Refund Request – YCAH 2026 – [Participant Name]

For more details, check our website: <https://www.empowerschoolofhealth.org/youth/youth-career.php>

6. Are visa-related cancellations eligible for refund?

Visa-related cancellation requests received on or before 31 July 2026 may be considered under the applicable refund policy. However, visa approval remains solely at the discretion of the relevant authorities, and participants are responsible for applying for and securing the appropriate visa or travel authorization required to enter Switzerland.

Visa application fees, visa service charges, documentation costs, travel bookings, accommodation, insurance, or any other related third-party expenses are not refundable by the organizers.

7. Are travel, accommodation, visa, or insurance expenses refundable by the organizers?

No. The workshop registration fee covers only the items specifically included in the participant package. The organizers are not responsible for refunding any costs paid directly by the participant to third-party service providers, including but not limited to:

- Air travel or other transportation
- Visa application fees or related visa costs
- Accommodation or hotel bookings
- Travel or health insurance
- Local transport
- Meals not included in the workshop package
- Personal expenses
- Currency exchange charges
- Bank charges, international transfer fees, payment gateway charges, or transaction fees

Participants are advised to carefully review the cancellation terms of airlines, hotels, visa service providers, insurers, and other third-party service providers before making any bookings.

8. Will bank charges or payment gateway fees be refunded?

Bank charges, international transfer fees, payment gateway charges, currency conversion charges, and transaction fees may not be refundable. Depending on the payment method and banking process, such charges may be deducted from the refund amount or borne by the participant.

9. How will an approved refund be processed?

If a refund request is approved, the refund will be processed through the original payment method where possible, or through another method approved by the organizing team.

Refund processing timelines may vary depending on the payment provider, bank, country of transfer, currency, and international banking procedures.

10. How long does it take to receive a refund?

Refund processing timelines may vary depending on the payment method, payment gateway, bank, country, currency, and international banking process. Once a request has been reviewed, the organizing team will advise the participants on the next steps and applicable processing timelines.

For more details, check our website: <https://www.empowerschoolofhealth.org/youth/youth-career.php>

11. Can I transfer my registration to another participant instead of cancelling?

Participants who are unable to attend may request to transfer their registration to another eligible participant. Such requests must be submitted in writing before the refund deadline and will be reviewed on a case-by-case basis.

Any transfer of registration is subject to eligibility review, seat availability, administrative approval, and completion of required participant documentation. A registration may not be transferred without written approval from the organizing team.

12. What happens if the workshop is postponed, rescheduled, or cancelled by the organizers?

In the unlikely event that the workshop is postponed, rescheduled, or cancelled by the organizers, registered participants will be informed of the available options. These may include transfer of registration to revised dates, credit toward a future programme, or refund consideration, depending on the circumstances and applicable administrative conditions.

The organizers will not be responsible for third-party costs incurred by participants, including travel, accommodation, visa, insurance, or personal expenses.

13. Should I make non-refundable travel or accommodation bookings?

Participants are encouraged to make travel and accommodation arrangements carefully and to review all cancellation conditions before booking. The organizers recommend avoiding non-refundable travel or accommodation bookings unless the participant is comfortable with the associated risk.

14. Who can I contact for refund-related assistance?

For refund-related queries, please contact the organizing team at:

[Insert Contact Email Address]

Please include your full name, registered email address, and payment or registration reference wherever possible to help the team respond efficiently.

Dear [Participant First Name],

Thank you for contacting us.

We understand that international travel plans may change due to academic, professional, visa, health, personal, or unforeseen circumstances. The refund and cancellation process for the **Youth Career Accelerator in Health**, scheduled from **17–21 August 2026 in Geneva, Switzerland**, will be handled in accordance with the applicable refund policy.

To help us review your request, please share the following details:

- Full name used during registration
- Registered email address
- Registration ID, if available
- Payment confirmation or transaction reference
- Reason for cancellation

For more details, check our website: <https://www.empowerschoolofhealth.org/youth/youth-career.php>

- Preferred contact details for follow-up

Please note that refund requests received on or before **31 July 2026** may be considered for processing, subject to verification of registration and payment details. Refund requests received after **31 July 2026** may not be eligible for processing, as event-related commitments and administrative arrangements may already have been confirmed.

Kindly note that the organizers are not responsible for refunding any third-party costs, including travel, visa, accommodation, insurance, local transport, bank charges, currency conversion fees, or personal expenses.

Once we receive the required details, our team will review your request and advise you on the next steps.

Warm regards,

Isha Treahon

Youth Career Accelerator in Health Team

Empower School of Health, Geneva

[<https://www.empowerschoolofhealth.org/youth/youth-career.php>]

[info@empowerschoolofhealth.org]

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