

Refund and Cancellation Policy

Youth Career Accelerator in Health, Geneva

We understand that international travel plans may change due to academic, professional, visa, health, personal, or unforeseen circumstances. Participants who are no longer able to attend the **Youth Career Accelerator in Health**, scheduled from **17–21 August 2026 in Geneva, Switzerland**, are requested to inform the organizing team as early as possible.

This Refund and Cancellation Policy explain the process for cancellation requests, refund eligibility, and related conditions.

1. Cancellation Request Process

All cancellation and refund requests must be submitted in writing by email to the organizing team. To ensure timely review, participants should include the following details in their request:

- 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

Refund requests should be sent with the subject line:

Refund Request – YCAH 2026 – [Participant Name]

Once the request is received, the organizing team will review the registration and payment records and advise the participants on the next steps.

2. Refund Eligibility Deadline

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. This is because event-related commitments, including venue arrangements, programme logistics, participant coordination, learning materials, catering planning, site visit arrangements, administrative processing, and other operational costs may already have been confirmed by that date.

Submission of a refund request does not automatically guarantee approval. All requests will be reviewed in line with the applicable policy and administrative requirements.

3. Non-Refundable Costs

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 parties, including but not limited to:

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

- 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.

4. Refund Processing

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, currency, country of transfer, and international banking procedures. Any bank charges, international transfer fees, payment gateway charges, or currency conversion differences may be deducted from the refund amount or borne by the participant.

5. Substitution or Transfer of Registration

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, availability, administrative approval, and completion of required participant documentation. A registration may not be transferred without written approval from the organizing team.

6. Visa-Related Cancellations

Participants are responsible for applying for and securing the appropriate visa or travel authorization required to enter Switzerland. While the organizing team may provide eligible participants with supporting documentation where applicable, visa approval remains solely at the discretion of the relevant authorities.

Visa application fees, travel costs, accommodation bookings, insurance, or other related expenses are not refundable by the organizers. Participants are encouraged to begin the visa process as early as possible and to avoid making non-refundable travel arrangements unless they are comfortable with the associated risk.

7. Programme Postponement or Cancellation 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 the 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 any third-party costs incurred by participants, including travel, accommodation, visa, insurance, or personal expenses.

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8. Contact for Refund Requests

All refund and cancellation requests should be sent to: info@empowerschoolofhealth.org

Subject line: **Refund Request – YCAH 2026 – [Participant Name]**

The organizing team will review each request carefully and respond with the appropriate next steps in accordance with this policy.