Refund and Cancellation Policy - 73rd IADS Mid-Year Meeting Kazakhstan

The registration fee covers arrangements and commitments made in advance of the Congress, including accommodation, catering, the social programme, venue reservations, congress materials, transportation where included in the registration package, and organizational costs. Many of these commitments, including the group hotel booking, become non-refundable to the organizers on fixed dates before the Congress. The deadlines below reflect those dates. This Policy sets out the conditions for registration transfers, cancellations and refunds. It is subject to applicable mandatory law.

1. Transfer of Registration

Participants who can no longer attend may request to transfer their registration to another eligible student from the same IADS Member Association or to an eligible participant on the official waiting list. A complete written transfer request must be received no later than **29 January 2027** (23:59 Kazakhstan time, GMT+5). After 10 January 2027, a transfer is the only way to recover any part of the registration fee.

All transfers require prior written approval from both the IADS Executive Committee and the Local Organizing Committee (LOC). Approval is subject to the eligibility of the replacement, available capacity, and the feasibility of changing participant-specific bookings, including the hotel rooming list. A transfer is not effective until confirmed in writing by the LOC. The replacement participant is responsible for obtaining any visa required to enter Kazakhstan in time for travel.

The original participant must not profit from the transfer. Any amount charged to the replacement participant must not exceed the original registration fee paid plus documented payment-transfer charges. The participants are responsible for their own financial settlement; the LOC is not responsible for disputes between them.

Any additional, unavoidable costs of changing named bookings must be disclosed and accepted by the affected participant before a transfer is finalized. A transfer in breach of these conditions may be refused or cancelled, subject to applicable law.

2. Refund Schedule

Refunds under this Policy are available only for eligible visa-related cancellations described in Section 3, where a registration transfer has not been completed. The date the LOC receives a complete written cancellation request determines the applicable percentage:

Date written request is received	Eligible refund
On or before 10 December 2026	75% of registration fee

11 December 2026 - 10 January 2027 (inclusive)	50% of registration fee
After 10 January 2027	No refund (transfer under Section 1 only)

All deadlines are measured in Kazakhstan time (GMT+5). A request received after a deadline falls into the next period, even if the supporting visa documents are dated earlier.

3. Visa-Related Refund Eligibility

A refund request may be considered where the participant provides official evidence that (a) an application for the visa required to enter Kazakhstan was refused; or (b) a timely and properly submitted visa application remains undecided or the visa has not been issued in time for travel.

The participant must provide relevant official documentation, such as a refusal notice, dated application receipt, visa appointment confirmation, or correspondence from the competent authority. The LOC may reasonably request additional evidence needed to verify the request.

Participants are strongly advised to begin the visa process immediately after registration, and no later than 1st of December 2026, so that a decision is known before the refund deadlines in Section 2. A pending-visa claim will be assessed in light of the applicable processing guidance, appointment availability, and the participant's documented submission timeline.

A refusal demonstrably caused by false or incorrect information, materially incomplete documents, or non-compliance with official application requirements attributable to the participant is not eligible for a refund under this Policy.

Health issues, changes in personal circumstances, missed flights, flight delays or cancellations, and other travel disruptions do not qualify for a refund under this Policy. Participants are strongly encouraged to obtain appropriate travel and health insurance.

4. Request and Verification Procedure

All cancellation, transfer, and refund requests must be sent in writing through the official Congress communication channel designated for registration matters. A refund request must include the participant's full name, registration confirmation, proof of payment, the reason for cancellation, and supporting visa documents.

The date of receipt of the written request by the LOC is the official cancellation date. The LOC will release the participant's accommodation and other bookings from that date, whether or not verification is complete. A cancellation cannot be withdrawn once the bookings have been released. The LOC will acknowledge receipt and communicate its decision in writing following verification. Missing documents may delay assessment; participants should submit available evidence by the relevant deadline and provide further documents promptly when requested.

Any personal information or visa documents submitted will be used only as necessary to administer the request and handled in accordance with applicable data-protection requirements.

5. Refund Calculation and Processing

The refund percentage applies to the original Congress registration fee actually received by the LOC, excluding separately identified third-party payment charges. The retained portion of the registration fee is intended to cover non-recoverable organizational commitments; accommodation, catering, congress materials, and similar organizational expenses will not be deducted a second time from the percentage-based refund.

Only actual, applicable bank transfer fees, payment processing charges, and currency conversion charges incurred in issuing the refund may be deducted from the approved refund amount. The LOC will provide a calculation of any such deductions upon request. The refund cannot exceed the amount paid by the participant.

Approved refunds will be initiated no later than 11 February 2027, provided verification and necessary payment details have been completed in time. If verification cannot reasonably be completed by that date, the LOC will initiate payment as soon as practicable after approval. The date funds reach the participant depends on the relevant banks and payment providers.

6. No-Show, Late Arrival and Early Departure

A participant who does not arrive, arrives late, or leaves early is not entitled to any refund, including for unused nights, meals or programme items. Accommodation is booked for the official dates of the congress.

7. Changes to Accommodation Dates

Any extra nights, additional persons, early check-in, late check-out, and hotel extras (bars, restaurants, room service, laundry) are paid by the participant directly to the hotel. The hotel may ask for a deposit for these services at check-in.

8. Cancellation, Postponement or Material Change of the Congress

If the organizers cancel, postpone, or materially change the Congress, the LOC will notify registered participants through official channels as soon as reasonably practicable and explain the available options.

Any refund, credit, or alternative arrangement in such circumstances will be determined by the nature of the change, the services actually provided, any amounts recoverable from suppliers, and applicable law. The ordinary participant-initiated cancellation schedule in Section 2 does not automatically govern organizer-initiated cancellation.

The LOC is not responsible for independently booked flights, visa application fees, or other third-party travel expenses except where liability is imposed by applicable law.

9. Final Provisions

By completing registration and payment, participants confirm that they have had the opportunity to read this Policy and agree to its terms, to the extent permitted by applicable law.

Nothing in this Policy excludes or limits any mandatory rights or remedies available to participants under applicable law, including applicable laws of the Republic of Kazakhstan. If any provision is unenforceable, the remaining provisions will continue to apply to the extent permitted by law.

Questions and requests concerning cancellations, registration transfers, and refunds should be directed to the LOC through the official Congress communication channels and at iads.congres@iads-web.org