

CANCELLATION POLICY



Customer cancellation

1.1. All cancellations must be sent in writing to info@misociety.dental

1.2. If the cancellation is made more than 30 calendar days prior to the start of the course, a 10% penalty will be applied on the total amount for administrative expenses.

1.3. If the cancellation is made less than 30 natural days before the course starts, the amount paid will not be refunded.

Organizational cancellation

2.1. In case that the organization needs to cancel and/or modify dates or times of the congress due to unforeseen circumstances, the customer will be notified as soon as possible and offered an alternative or a full refund.

2.2. The organization is responsible for any additional costs incurred by the customer due to the cancellation, such as travel expenses (upon submission of an invoice and verification that the booking date is prior to being informed).

Refunds

3.1. Refunds will be processed within 10 business days after the cancellation, and will be issued using the same payment method used by the customer for the original transaction.