

Event Cancellation Policy

Substitution requests:

1. If you are unable to attend the event we welcome substitute delegates attending in your place at no additional cost. For security reasons, all requests for substitutions must be received via email at least 24 hours before the event with the name, job title and contact email for both the registered and replacement delegates: info@canchamthailand.org
2. Changes will become effective on the date of written confirmation.

Cancellation policy:

1. Cancellations must be received in writing (via email) in advance of the event. The following cancellations charges apply:
 - a. Cancellations made within 5 business days of the event will receive an 80% refund*
 - b. Cancellations made within 3 business days will receive a 50% refund*
 - c. Cancellations made less than 3 business days will not receive a refund
 - d. Failure to attend: No refund

*The refund may subtract the cost of PayPal or credit card fees if the payment received were paid by credit card

Amendments/Cancellation by CanCham Thailand

1. Amendments: CanCham Thailand reserves the right to modify the programme up to the day of the event. CanCham Thailand put programmes together through extensive and on-going research in order to provide the most up-to-date and relevant information. This means that occasionally the programme is subject to change over the duration of the campaign. Some incidents may be necessary to alter the programme, venue and/or speakers due to unforeseen circumstances. Regrettably, in this occasion refunds or credit-notes cannot be issued in line with the cancellation policy.



2. Cancellation: If unforeseen circumstances cause CanCham Thailand to cancel an event all delegates will be informed as soon as possible and a registration fee refund will be made or registration fee will be credited to future events.
3. Cancellation: If, for any reason, CanCham Thailand has to cancel an event, CanCham Thailand accepts no responsibility for covering travel, hotel or other costs incurred by delegates and guests.

Payment:

1. Payment must be received, in full, prior to the event.
2. If full and cleared payment has not been received prior to the event you will be asked to make payment on the day (access to the event may be refused at CanCham Thailand discretion).
3. You will receive an event registration email within 24 hours, Event confirmation email will only be sent when the payment is completed and confirmed by Cancham Thailand.

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info@canchamthailand.org