

Refund and Cancellation Policy	
2nd National Children Conference Palliative Care Malaysia 2025	
<p>We will endeavour to accommodate registrants' needs for a refund or cancellation where possible. This policy applies to all registrations for the 2nd National Children Conference Palliative Care Malaysia (NCCPCM) 2025. All requests must be submitted in writing (via email) to the Organizing Committee at nccpcm malaysia@gmail.com by the specified deadlines listed below.</p>	
Substitution of Attendees	
Replacement Encouragement	If a registered attendee cannot participate, he/she may nominate a suitable replacement. This will allow another participant to benefit from the registration.
No Additional Fee	A replacement may assume the original registration at no extra charge , provided the substitute registers under the same category as the original attendee.
Procedure	To substitute, email the replacement attendee's full name, contact details, email address, designation and country of residence to the Organizing Committee before 31 July 2025 . The Committee will update the registration accordingly.
Cancellation Deadline and Refund	
<p>Email cancellation request to nccpcm malaysia@gmail.com by the applicable date to qualify for a refund. The amount is based on the date the cancellation notice is received:</p>	
On or before 31 May 2025	<ul style="list-style-type: none"> • 50% of the registration fee will be refunded.
From 1 June to 31 July 2025	<ul style="list-style-type: none"> • 30% of the registration fee will be refunded.
After 31 July 2025	<ul style="list-style-type: none"> • No refunding will be entertained.
<p>For example, A cancellation email received on 20 May 2025 would be entitled to a 50% refund A cancellation on 15 July 2025 would receive 30% Any request on or after 1 August 2025 is non refundable.</p> <p>This tiered schedule is consistent with standard conference refund practices. Please ensure your cancellation email is sent by the stipulated deadline to receive the appropriate quantum</p>	
Emergency and Medical Cancellations	
<p>Refund requests due to serious medical emergencies or other extenuating circumstances will be considered on an individual basis. Registrants must:</p>	
Notify	<ul style="list-style-type: none"> • Organizing Committee as soon as possible about the circumstances.
Provide Support Document(s)	<ul style="list-style-type: none"> • E.g. medical certificate, hospital notice, or official documentation with the refund request.

Evaluation by Committee	<ul style="list-style-type: none"> Such cases are evaluated on a <i>case-by-case</i> basis by the Organizing Committee. (For e.g. similar policies explicitly state that family or medical emergencies will be reviewed on the merits of each case).
No refunds will be given for non-attendance without valid cause, and the standard deadlines above apply unless an exception is approved by the Committee.	
Refund Disbursement	
All approved refunds will be paid by bank transfer only . Upon approval by the Committee:	
Bank Details	<ul style="list-style-type: none"> Bank Details: Email your bank account information (bank name, branch, account number, SWIFT/IBAN code, and account holder name) promptly to the Organizing Committee.
Currency and Fees	<ul style="list-style-type: none"> Currency and Fees: Refund will be made in Malaysian Ringgit (MYR) to the account provided. Any bank transfer fee (domestic or international) may be deducted from the refunded amount. Please allow sufficient time (one month) for the transfer once the process is initiated.
Other Conditions	
No Credit or Rollover	<ul style="list-style-type: none"> Registration fees and refunds apply only to NCCPCM 2025. Refunds cannot be transferred or applied to any future conference or event. Each event requires new registration and payment.
Confirmation of Cancellation	<ul style="list-style-type: none"> After a cancellation is processed, the Organizing Committee will confirm by email whether a refund is approved and when it will be issued. Registrants should allow up to one month for the refund to appear in their account.
Contact	<ul style="list-style-type: none"> For any questions about cancellations or refunds, or to submit requests, please email the NCCPCM 2025 Organizing Committee at nccpcmMalaysia@gmail.com.
By registering for NCCPCM 2025, you agree to abide by this Refund and Cancellation Policy. All terms are final unless amended in writing by the MAPPAC Organising Committee.	
Sources	
This policy follows common conference practices and has been aligned with the official NCCPCM 2025 fee schedule and guidelines from similar events, as well as instructions provided by the Organizing Committee.	
Date : 6 June 2025	