



CANCELLATION & REFUND POLICY

REFUNDS

The cancellation of registration and request for refund should be notified to WSBF Secretariat in writing through e-mail at **info@wsb-foundation.org**

Our policy lasts 30 days (Unless Specified otherwise). If 30 days have gone by since your registration, unfortunately we can't offer you a refund or exchange.

For WSBF Fellowship Diplomas – Lateral and Anterior Skull Base Surgery

- For Dissectors, 75% of the registration fees (in-lieu of bank charges and GST) will be refunded.
- For Observers, 75% of the registration fees (in-lieu of bank charges and GST) will be refunded.
- All refunds will be made after the event for which registered, is completed.
- All refunds shall be completed via means of direct bank transfer to the customer's bank account.

For Clinical Fellowship & Observership Programs.

- Our policy lasts for 14 days only. No cancellation / refund request will be entertained after 14 days.
- Participants are eligible for refund of 50% of registration fee (in-lieu of bank charges. GST and other overheads).
- If participants choose to cancel their candidature, due to any reason, for the selected training program, after the stipulated time, they forfeit 100% of the fee paid.

However, you can apply request for cancellation/refund due to unavoidable, special situations. Such a request would be processed and approved at the discretion of the World Skull Base Academy committee chair and the committee decision would be final and binding.

We will notify you of the approval or rejection of your refund request. If your request is approved, then it will be processed, and credited automatically, to your credit card or original method of payment, as per stipulated turnaround time of our payment partners.

LATE OR MISSING REFUNDS

- If you haven't received a refund yet, first check your bank account again.
- Then contact your credit card company, it may take some time before your refund is officially posted and to reflect in your card statements.
- Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at **info@wsb-foundation.org**
