REGISTRATION, CANCELLATION, REFUND AND SUBSTITUTION POLICY
3RD BIENNIAL INTERNATIONAL SOCIAL WORK AND MULTIDISCIPLINARY CONFERENCE

Maasai Mara University, Narok, Kenya, 9th – 11th June, 2027

This policy applies to every registration for the 3rd Biennial International Social Work and Multidisciplinary Conference, Maasai Mara University, Narok, Kenya, 9th – 11th June 2027. Cancellation and substitution requests must be e-mailed by **Friday, 14th May 2027**. No refund is given for a request sent after that date.

1. KEY DATES

DATE	WHAT HAPPENS
November 2026	Online registration opens with the Call for Proposals/Abstracts
Friday, 30th April 2027	Early-bird registration closes
Saturday, 1st May 2027	Late registration fees apply
Friday, 7th May 2027	Last day to e-mail a cancellation (for a refund) or a substitution request
14th May 2027	No refunds are processed after this date
Wednesday, 9th June 2027	Conference opens; on-site registration and substitutions at the registration desk
Friday, 11th June 2027	Conference closes; approved refunds are paid within 30 days after this date

2. CANCELLATION AND REFUNDS

1. **Deadline.** Cancellation requests must be e-mailed to the conference e-mail address by Friday, 7th May 2027. No refunds will be honoured for requests sent after this date. Requests by telephone, WhatsApp, or text message are not accepted.
2. **Administrative fee.** Approved refunds are subject to an administrative fee of USD 20 for international and other African participants, or KES 500 for local participants.
3. **Nonrefundable fees.** Payment transaction charges (bank, PayPal, M-Pesa, Wave, and card charges) and any excursion or pre-conference workshop fees are nonrefundable.
4. **No-shows.** Registrants who do not cancel by 14th May 2027 and do not attend forfeit the full registration fee.
5. **Accompanying persons and exhibitors.** These fees follow the same rules. If a primary registrant cancels, their accompanying person's registration is cancelled with it.
6. **Processing timeline.** Approved refunds are issued to the original form of payment, in the original currency where possible, within 30 days after the Conference ends on 11th June 2027.

3. SUBSTITUTIONS

A registrant who cannot attend may pass their registration to another person instead of cancelling. No substitution fee is charged.

1. **Before the Conference.** E-mail the substitution request by Friday,7th May 2027, giving the new person's full name, e-mail address, affiliation and registration category.
2. **On-site.** A substitute may also register at the registration desk from 9th June 2027 by presenting written authorisation from the original registrant.
3. **Eligibility and fees.** The substitute must qualify for the registration category (for example, proof of student status for a student rate). If their category has a higher fee, they pay the difference; no difference is refunded for a lower fee.
4. **Presenters.** An accepted presentation may be taken over only by a co-author named on the abstract, who must be registered. Every presenter registers individually.
5. **Accompanying persons.** An accompanying person may be substituted only by another person accompanying the same primary registrant.
6. **Confirmation.** The Secretariat confirms each substitution by e-mail. The certificate of participation is issued in the substitute's name.

4. VISA REFUSAL, CHANGES TO THE CONFERENCE, ACCOMMODATION AND TRAVEL

1. **Visa refusal.** A registrant who is refused a visa to Kenya receives a refund less the administrative fee, if they send their request by 14th May 2027. Letters of invitation for visa purposes are issued on request.
2. **Changes by the organisers.** If the Conference is cancelled, registrants receive a full refund of the registration fee. If it moves to new dates or to a virtual format, registrants may keep their registration or request a full refund.
3. **Accommodation and travel.** Hotel reservations must be cancelled directly with the hotel. The organisers are not liable for cancellation fees charged by hotels, airlines, taxi or shuttle operators, or other transportation providers.

Registration form declaration (required tick box):

☐ I have read and accept the Conference Registration, Cancellation, Refund and Substitution Policy.