

Payonline EPFL : General Terms and Conditions

Sales agent for the services

Swiss Federal Institute of Technology Lausanne (EPFL)
1015 Lausanne
Contact: please contact the Event administration for any questions.

Refunding

If a participant is unable to attend an Event for whatever reason, he is kindly requested to contact as soon as possible the Event administration in writing.

Refunding conditions

Cancellations up to 30 days before the Event : refund of 90% of the total amount paid.
Cancellations between 29 days and the starting date of the Event : no refund, except in case of force majeure (accident or illness duly certified by a MD for example).

Procedure to request a refund

Upon presentation of a written request for refunding and specification of the transaction code of the original purchase (by e-mail or in writing and, if applicable, including an appropriate health certificate), the Event administration will be pleased to refund the remaining amount due within 10 working days. Refunds are exclusively credited to the credit card used for the original purchase.

Venue, and place of enforcement, shall be the sales agent's seat.