

What if I have to cancel my registration?



You are here:

[EDQM FAQs](#) / [EDQM FAQs in English](#) / [COMMUNICATIONS & EVENTS](#) / [Events](#) / What if I have to cancel my registration?

Answer:

If you have to cancel your registration, you must notify the EDQM's Events team in writing by post or fax, or via the [EDQM HelpDesk](#). For information on how to use the EDQM HelpDesk, please see the [HelpDesk User Manual](#).

If you cancel up to 31 days before the event, you will be entitled to an 80% refund. If the registration fee is still outstanding, you will have to pay 20% of the fee.

If you cancel within 30 days of the event, you will not be entitled to a refund. If the registration fee is still outstanding, you will have to pay 20% of the due fee.

You can organise a replacement at any time. All notifications of replacements must be received in writing by post or fax, or via the [EDQM HelpDesk](#). For information on how to use the EDQM HelpDesk, please see the [HelpDesk User Manual](#).

If you intend for someone to take your place at the event, you (i.e. the enrolled registrant) must send the registration form of the replacement to the EDQM's Public Relations team at the earliest opportunity.

If you do not come to the event, the EDQM will keep the registration fee.