

Event Refund Policy

DOCUMENT CONTROL

Version	Author	Date	Approved By	Approved Date
1.0	Alexis Lebedew	04/02/2025	Corey Gray	04/02/2025
1.1	Alexis Lebedew	07/10/2025	Corey Gray	07/10/2025

1. Cancellation by Attendee

- Cancellations made **30 days or more** before the event start date are eligible for a **full refund**, minus any processing fees.
- Cancellations made **15-29 days** before the event start date are eligible for a **50% refund**.
- Cancellations made **14 days or less** before the event start date are **non-refundable**.

2. Transfer of Registration

If an attendee is unable to attend, they may transfer their registration to another individual at no additional cost, provided they notify the Smart Cities Council at least **7 days before** the event.

3. Event Cancellation by Smart Cities Council

If the event is canceled by Smart Cities Council, attendees will receive a **full refund**.

If the event is postponed or rescheduled, attendees may choose to transfer their registration to the new date or request a full refund.

4. Force Majeure

In cases of unforeseen circumstances (such as natural disasters, pandemics, or government restrictions), Smart Cities Council reserves the right to modify or cancel the event without liability.

Refunds will be issued at the discretion of the organization based on the situation.

5. Refund Processing

All refund requests must be submitted in writing to admin@smartcitiescouncil.com

Approved refunds will be processed within **14 business days** from the date of approval.