

12th ESLO CONGRESS CANCELLATION/REFUND POLICY

All 12TH ESLO Congress cancellations and requests for refunds must be made in writing as indicated below. Requests must be sent to the [Sunnygreece Travel & Tourism Offices](#). Requests may be e-mailed, or faxed (contact information below). Telephone requests will not be honored.

Applicable cancellation fee after registration

30% Fee from the total price per person – From the date of registration to 60 days before arrival.

60% Fee from the total price per person– From 59 days to 45 days before arrival.

90% Fee from the total price per person– From 44 days to 22 days before arrival.

100% Fee from the total price per person– 21 days from the date of arrival

Emergency Illness or Death of Registrant or Immediate Family Member: Refunds may be granted if an attendee is unable to attend the Congress due to a family death, illness, or other extraordinary circumstance. In such a circumstance, the [Sunnygreece Travel & Tourism Offices](#) must be contacted by fax or e-mail.

[Sunnygreece Travel & Tourism Offices](#) will refund fees as soon as possible and no later than three (3) weeks after the congress has concluded.

Substitution Policy: Registrants may send a substitute in their place in lieu of requesting a refund.

To request a refund, contact the Sunnygreece Travel & Tourism Offices at:

Sunnygreece Travel & Tourism

Sygrou Avenue 36-38

P.C 117 42

Athens, Greece

E-mail: eslo2016@sunnygreece.com

Fax: 0030-210-9238577

Phone: 0030-210-9237100