

# Refund/Cancellation Policy

## 1. Membership Refund Policy

### Voluntary Resignation

- Members may resign at any time by providing written notice to the VP Memberships of the PWN Copenhagen at [membership@pwnncph.com](mailto:membership@pwnncph.com).
- Membership fees are **non-refundable** upon resignation, as memberships remain valid until the end of the financial year.

### Changes in Financial Rights or Obligations

- Any modifications in PWN's financial structure or obligations do not entitle members to refunds or early termination rights.
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## 2. Event Refund Policy

### For Non-Members:

- **Cancellations made 3 or more days before the event:**
  - The fee may be transferred to a future event of equal value.
  - No refunds will be issued.
- **Cancellations made less than 3 days before the event or no-shows:**
  - No refunds or transfers will be provided.

### Event Cancellation or Postponement by PWN

- If an event is canceled or postponed by PWN Global or an affiliated City Network, all registrants will be offered:
    - A full refund, or
    - The option to transfer the fee to a future event.
  - Refunds will not cover additional costs incurred by attendees (e.g., travel or accommodation expenses).
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## 3. Program Refund Policy

## **For Members and Non-Members:**

- **Cancellations made 14 or more days before the program start date:**
  - The fee may be transferred to a future program of equal value.
  - Or full refunds will be issued.
- **Cancellations made 7-14 days before the program start date:**
  - The fee may be transferred to a future program of equal value.
- **Cancellations made less than 7 days before the program start date or no-shows:**
  - No refunds or transfers will be provided.

## **Program Cancellation or Postponement by PWN**

- If a program is canceled or postponed by PWN Global or an affiliated City Network, all registrants (members and non-members) will be offered:
    - A full refund, or
    - The option to transfer the fee to a future program.
  - Refunds will not cover additional costs incurred by participants (e.g., travel or accommodation expenses).
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## **4. Reimbursement/Transfer Process**

- All reimbursement/transfer requests must be submitted in writing by email to [community@pwnpcph.com](mailto:community@pwnpcph.com)
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## **5. Behavior and Compliance**

- Members violating PWN's Code of Conduct may face consequences, including termination of membership without reimbursement.
  - Any disputes related to behavioral violations will be reviewed by the Governing Board, whose decision is final.
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## **6. Intellectual Property**

- Reimbursements do not include compensation for intellectual property contributions unless explicitly agreed upon in advance in writing.
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## 7. Additional Provisions

- Refunds apply **only** to payments made directly to PWN Global or its affiliated City Networks. Payments made to third parties (e.g., event sponsors, partner organizations) are subject to their refund policies.
  - Refunds are issued in the original payment method and currency unless otherwise stated.
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## Policy Review

- This policy will be reviewed annually to ensure alignment with PWN Global's values and operational needs. Updates will be communicated through official channels.

**Last Updated: February 2025**

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