



## ESTRO School Events – Cancellation Policy

ESTRO School will adopt a new cancellation policy starting from 2023. It aims to streamline and clarify the cancellation policies over its different education products.

Should you have any questions please do not hesitate the ESTRO Education Team, [education@estro.org](mailto:education@estro.org).

### Live Courses

These rules apply to all ESTRO courses that have a in-person course component. This would include live courses, blended courses and hybrid courses when registering to the in-person side of the course.

Live Course			
Cancellation/Change	Period	Penalty	Comments
Cancellation	Until 2 months before the start date	15% charge	
	Between 2 months and 1 month before the start date	50% charge	
	Between 1 month before and the start date	No refund	
Name Change	Until the start date	15% charge	
Medical reasons	Until the start date	15% charge	Needs to provide a medical note in English
Visa rejection	Until the start date	15% charge	Needs to provide a rejection letter in English
Change to online attendance	Until 1 month before the start date	15% charge	
	Between 1 month before and the start date	30% charge	

### Online Courses

These rules apply to all ESTRO courses that have a virtual course component. This would mainly apply to hybrid courses when registering to the virtual side of the course.

Online Course			
Cancellation/Change	Date	Penalty	Comments
Cancellation	Until 1 month before the start date	15% charge	
	Between 1 month and 2 weeks before the start date	50% charge	
	Between 2 weeks before and the start date	No refund	
Name Change	Until the start date	15% charge	



Medical reasons	Until the start date	15% charge	Needs to provide an medical note in English
Change to live attendance	Until 1 month before the start date	15% charge	
	Between 1 montha before and the start date	30% charge	

## Online Workshops

These rules apply to all ESTRO online workshops. This would mainly apply to FALCON online contouring workshops.

Online Workshop			
Cancellation/Change	Date	Penalty	Comments
Cancellation	Until 2 weeks before the first session	15% charge	
	Between 2 weeks and 1 week before the first session	50% charge	
	Less than 1 week before the workshop	No refund	
Name Change	Until the start date	15% charge	
Medical reasons	Until the start date	15% charge	Needs to provide an medical note in English

## Course or Workshop Material

Once cancellation is applied, the participant will cease to have access to any course or workshop material.

