

## ESPEN 2020 – AMOUNTS RECEIVED PROCEDURE

This document only applies to companies who had already booked and paid for a partnership item (sponsorship and/or exhibition) for the ESPEN 2020 Lyon Congress.

## CASE 1: YOU HAVE MADE A NEW BOOKING FOR THE ESPEN VIRTUAL CONGRESS

In this case, any payments previously received are considered as credit towards your new booking, and the remaining balance is handled as follows:

the balance is positive (in your favour)	You have the possibility to use the remaining balance as credit towards the ESPEN 2021 Congress or to obtain a refund of the remaining balance.
the balance is negative (in ESPEN's favour)	You will be invoiced for the remaining balance, equal to the difference between your previous booking and your new booking.

## CASE 2: YOU DO NOT WISH TO PARTICIPATE TO THE ESPEN VIRTUAL CONGRESS

In this case, there are two options to cancel your booking:

Use your payment as credit towards ESPEN 2021	100% of your payment will be transferred as credit to be used for your bookings during ESPEN 2021.
Request a refund of your payment	ESPEN has decided not to apply any administrative charges even in the case of a full cancellation. You will receive a full refund of your payment.

Fill the cancellation and refund request form indicating all the relevant information to receive your refund or have your payment transferred as credit towards ESPEN 2021.