

ISWFPC 2027 Registration Cancellation, Refund, and Participant Substitution Policy

The Organizing Committee of the **23rd International Symposium on Wood, Fiber and Pulping Chemistry (ISWFPC 2027)** is committed to providing a fair and transparent registration policy. Participants are encouraged to carefully review the following terms before completing their registration.

1. Registration Cancellation by Participants

All cancellation requests must be submitted in writing via email to:

iswfpc-panpac2027@eng.unri.ac.id

The following refund policy applies to all registration categories (ISWFPC Main Symposium, Post-Symposium, and PanPac TAPPIs Conference):

Cancellation Request	Refund
On or before 30 April 2027 (Early Bird Registration Deadline)	75% of the registration fee will be refunded. A 25% administrative fee will be retained.
1 May – 15 June 2027	50% of the registration fee will be refunded.
After 15 June 2027	No refund will be provided.

Credit card charges, payment gateway fees, bank transfer fees, currency conversion charges, and any other transaction costs incurred during payment or refund processing are non-refundable and will be deducted from the refund amount where applicable.

2. Participant Substitution

Participant substitution is permitted without cancelling the registration.

- Requests for participant substitution must be submitted in writing no later than **15 June 2027**.
- The substitute participant must belong to the same registration category (Professional, Student, or INA-TAPPI Member).
- Any difference in registration fees resulting from a change of registration category must be paid before the substitution is confirmed.
- Once approved, the Organizing Committee will update the participant records and issue a revised registration confirmation.

3. Non-Attendance

Participants who do not attend the conference without submitting a prior written cancellation (“no-show”) are not eligible for any refund.

No refunds will also be granted for:

- Late arrival;
- Early departure;
- Unused conference services;
- Failure to obtain a visa;
- Personal travel disruptions or transportation delays.

4. Conference Cancellation or Rescheduling by the Organizer

If ISWFPC 2027 is cancelled or postponed by the Organizing Committee due to unforeseen circumstances, registered participants will be offered one of the following options:

- Transfer their registration to the rescheduled event; or
- Receive a refund of the registration fee, excluding any non-recoverable payment gateway charges, bank fees, or currency conversion costs.

The Organizing Committee shall not be responsible for travel expenses, accommodation costs, visa fees, or any other personal expenses incurred independently by participants.

5. Force Majeure

The Organizing Committee shall not be held liable for delays, changes, postponement, or cancellation of the conference resulting from circumstances beyond its reasonable control, including but not limited to natural disasters, epidemics or pandemics, government regulations, civil unrest, strikes, war, acts of terrorism, or other force majeure events.

In such circumstances, the Organizing Committee reserves the right to determine the most appropriate refund or registration transfer arrangement.

6. Refund Processing

Approved refunds will be processed within **30 days after the conclusion of ISWFPC 2027** using the original payment method whenever possible.

Participants may be required to provide proof of payment or additional supporting information to facilitate the refund process.

7. Final Decision

The Organizing Committee reserves the right to interpret and apply this policy in exceptional circumstances. All decisions regarding refunds, cancellations, participant substitutions, and exceptional cases shall be final.