



Cancellation and Refund policy

Program Cancellation by organizer

1. ASEAN Youth Friendship Network (AYFN) reserves the right to cancel a program due to low enrollment or other circumstances which would make the program non-viable.
2. If AYFN cancels a program, registrants will be offered a full refund (program fee ONLY).
3. Should circumstances arise that result in the postponement of a program, AYFN has the right to either issue a full refund or transfer registration to the same program at the new, future date.

Registration Cancellation by Participant

1. The following penalties shall apply, if otherwise specified. If you cancel more than 30 days before scheduled program departure in Japan, the cancellation charge will be 20% of the listed program fare. If you cancel 15-29 days before scheduled program departure in Japan, the cancellation charge will be 70% of the listed program fare. If you cancel 1-14 days before scheduled program departure in Japan, the cancellation charge will be 100% of the listed program fare.
2. No show will be considered as a cancellation on program departure date
3. Cancellations received after the stated deadline will not be eligible for a refund.
4. Refunds will not be available for registrants who choose not to attend a program.
5. Cancellations will be accepted in writing only and must be received by the stated cancellation deadline.
6. All refund requests must be made by the attendee.
7. Refund requests must include the name of the attendee and/or transaction number.
8. These above policies apply to all AYFN program unless otherwise noted in the corresponding program materials. Please read all individual program information thoroughly.