



## **Terms and Conditions of AYFN Registration Fee and Program Fee**

Effective: 1 August 2024

The terms and conditions pertaining to AYFN's registration and program fees are outlined in this document. You acknowledge that you have read the accompanying AYFN Terms and Conditions and agree to be bound by them by submitting your application.

### Definitions:

- All prices referenced are in US dollars and Rupiah (IDR).
- All timing referred to in these terms and conditions is based on Jakarta standard time (GMT +7).
- AYFN refers to AYFN Academy.
- 'Participant' refers to the customer of AYFN who has applied to participate in a participant program.
- 'Group' refers to five or more participants who apply to participate in a program together as a group instead of applying individually.
- The 'AYFN website' refers to [www.ayfnhq.org](http://www.ayfnhq.org).

### Standard Terms That Apply To All Applicants

- Three options for the registration fee price are available to individual participants: Basic, Smart, and Flexible. The following defines the terms and circumstances pertaining to these selections.
- The Group Registration Fee option must be chosen by groups of eight or more participants who need assistance from AYFN's Group Support staff. This fee will be charged to each and every applicant in the group. The Terms and Conditions for Managed Groups published by AYFN apply to Managed Groups.
- There are some AYFN programs that have cancellation costs that differ from those listed below. These can be found in further depth on the AYFN website's related program pages.
- If a participant has paid their Program Fee and then changes to a different program with a lower Program Fee, no refund will be given. If the participant changes to a program with a higher Program Fee, the participant will be required to pay the difference.
- Requests for cancellations, refunds or other changes to your program must be made via an email to your AYFN Program Manager or through the AYFN platform and are considered at AYFN's discretion, clearly detailing the reasons for the cancellation, refund or change. Once a participant's cancellation or refund request has been received by AYFN, they will be notified via email or through the AYFN platform. If no confirmation is received within three working



days, the participant should assume that the request has not been received and is advised to contact his or her AYFN Program Manager again.

- No Program Fee refunds or credits will be given once the program start date has passed as the Program Fee will have already been sent to the Independent Local Team to cover in-country services.
- Payments for add-ons and international banking transaction fees are non-refundable in all circumstances.
- Payments made using a credit can only be refunded as a credit (where eligible). No cash refunds will be made for payments made with a credit.
- No refunds will be paid to any participant who has been provided with a program participation verification letter for the purpose of fundraising, applying for a visa, or obtaining an academic credit.
- Only one discount, referral code, or promotion code may be applied to each Registration Fee. Discounts are not accumulative, so if the participant is entitled to more than one discount, only the higher value discount will be applied. All discounts are applied to the standard non-discounted price.

## **Cancellation and Refund Policy**

### **Registration Fee**

- a. Registration Fee is strictly non-refundable in all circumstances.

### **Program fees**

- a. Down Payment of Program Fee

Participants are required to pay the down payment of the program fee to secure slot and price. The amount of DP is 50% of the total program fee.

DP is strictly non-refundable.

- b. Participant Withdrawal

In order to withdraw from a program, you must notify the program manager and/or Program Leader(s) in writing. The participant has the right to cancel his/her participation in the program 30 days prior to the starting date. If the participant cancels participation in less than 30 days, provided that a visa has been obtained (if necessary) and there are no other good reasons for cancelling participation, then the participant must pay the full amount for participation in the program (remaining of the payment, if they have not yet been paid) or reimburse all expenses incurred for the organisation of the program. The organisation, in negotiation with the participant, will determine which option is most appropriate.

- c. Refund Policy

- 1) Program Cancellation by organiser



ASEAN Youth Friendship Network (AYFN Academy) reserves the right to cancel a program due to low enrolment or other circumstances which would make the program non- viable.

- a) If AYFN Academy cancels a program, registrants will be offered a full refund (in this case, Program fee that has been paid only).
  - b) 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.
  - c) AYFN Academy will not be responsible for any loss of participants such as flight, visa, extra accommodation, etc due the occurrence of cancellation.
- 2) Registration Cancellation by Participant
- a) The following penalties shall apply, if otherwise specified. If you cancel more than 30 days before scheduled program departure, the cancellation charge will be 50% of the listed program fare. If you cancel 1- 30 days before scheduled program departure, the cancellation charge will be 100% of the listed program fare.
  - b) No show will be considered as a cancellation on program departure date
  - c) Cancellations received after the stated deadline will not be eligible for a refund.
  - d) If a participant cancels participation due to Visa rejection, there is no refund. However, deposit is kept on the participant's account within the organisation. If a participant cannot join the planned program due to visa rejection, the participant can join any other one in future and the deposit will be successfully transferred. Their validity is 1 year and participants can use deposits anytime in future for any of the programs. Deposit transfer is available only between programs and can't be moved to another person.
  - e) Refunds will not be available for registrants who choose not to attend a program.
  - f) Cancellations will be accepted in writing only and must be received by the stated cancellation deadline.
  - g) All refund requests must be made by the attendee.
  - h) Refund requests must include the name of the attendee and/or transaction number.
  - i) Refunds will be made 30 days after the program ends.

These above policies apply to all AYFN programs unless otherwise noted in the corresponding program materials. Please read all individual program information thoroughly.

VISAS



You are generally responsible for obtaining proper visas and paying all costs associated with such visas. Note: If a participant cancels participation due to Visa rejection, there is no refund. However, deposit is kept on the participant's account within the organisation. If a participant cannot join the planned program due to visa rejection, the participant can join any other one in future and the deposit will be successfully transferred. Their validity is 1 year and participants can use deposits anytime in future for any of the programs. Deposit transfer is available only between programs and can't be moved to another person.

#### AUTHORIZATION AND RELEASE OF COPYRIGHTS

I grant permission to AYFN ACADEMY to use my photograph, likeness or comments in any medium for educational, promotional, or any other purpose in furtherance of the non-profit missions of the organisation. By signing, I confirm that I have read and understand these conditions and agree to be bound by them.