



IAS 2019

10TH IAS CONFERENCE ON HIV SCIENCE
Mexico City, Mexico 21-24 July 2019

Payment, cancellation and refund policies

Payment schedule	
Date	Payment due
1 – 18 December	10% of total amount
19 December to 18 February	20% of total amount
19 February to 31 March	50% of total amount
1 April and onwards	100% of the total amount

When booking, delegates are free to pay any percentage of the total amount due, that falls either *within* the time period of the booking, or *after*, as per the above payment schedule. Meaning if an accommodation booking is e.g. submitted on 10 December, payment can either follow the above payment deadlines and %, or a higher amount can be paid upfront to avoid several transactions (like e.g. payment of 50% by 18 December and the outstanding 50% by 1 April), or full payment can be made directly upon booking to have one transaction only. All bookings made from 1 April onwards will be charged 100% in one payment.

Payment policies

- To pay by **credit card**, all details must be registered in order to complete the reservation. IDEAS CREATIVAS will charge the credit card according to the payment schedule.
- For payments by **bank transfer**, account details will be shared via email once the reservation is completed. If payment is not received within 5 business days, the reservation will be cancelled.

Cancellation and refund policies

Date	Refund amount	Time of refund
December 1st until December 18th, 2018	90% of total amount due (10% of total amount non-refundable)	20 working days
December 19th until February 18th, 2019	80% of total amount due (20% of total amount non-refundable)	20 working days
February 19th until April 17th, 2019	50% of total amount due (50% of total amount non-refundable)	20 working days
April 18th, 2019 onwards	0% of total amount due (100% of total amount non-refundable)	

Refund process

In order to process a refund, the delegate should send an e- mail to accommodation@ias2019.org with the following information:

- Hotel confirmation number
- Payment confirmation or receipt
- Bank account information

**Note: refunds will only be made when all the above information is provided in full. Refunds will be made based on the amount paid at the time of cancelation.*