

### Cancellation Policy for DSD in-person Courses:

Booking an in-person course or activity with DSD implies the acceptance of the Terms and Conditions and Guarantees described herein.

Your registration is complete when we receive your full fee payment.

You may cancel a course booking within 15 (fifteen) calendar days of receiving your order confirmation, you are entitled to a full refund of the price paid deducting any transfer costs. After the 15-day cancellation period has expired, no payment will be refunded.

This policy does not apply, and attendees will be charged the full price of a DSD in-person course if the first payment is made less than 30 calendar days prior to the scheduled start date of the course.

If the attendee has duly justified within 72 hours of the start of the course, why is it unable to attend the course on the day and the time scheduled. DSD will propose another DSD course so attendee can fulfil its booking. If the attendee fails to notify DSD within this period, DSD will not be able to make any changes to the booking, in no circumstances will the cost of the course be refunded.

Cancellations must be notified in writing to [courses@digitalsmiledesign.com](mailto:courses@digitalsmiledesign.com). DSD team will reply to your message within 2 days. The booking is cancelled at the moment you receive our cancellation confirmation.

DSD reserves the right to cancel a course for a reason outside the control of DSD such as the speaker's illness or any cause that renders the Event Site inaccessible, DSD will provide the reimbursement of all the course registration or propose another date. In the event of any reimbursement being made, it shall be a gratuitous payment made without obligation or liability.

### Payment Terms

Instalments are charged to the attendee's credit card every 30 days until their purchase has been fully paid. The first instalment is immediately charged to the attendee's credit card and all future instalments (calculated depending on the number of months prior to the course) will be charged automatically with the attendee's authorisation.

For Residency 1, the 100% of the payment has to be made 30 days before the course, for Residency 2, the 100% of the payment has to be made 60 days before the course.