

## 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.

1. Your registration is complete once you receive your payment confirmation from DSD.
2. **DUE TO THE ONGOING COVID-19 CRISIS, ALL 2020 DSD IN-PERSON COURSES HAVE A FULL REFUND POLICY FOR ANY CANCELLATIONS UP UNTIL 15 DAYS BEFORE THE FIRST DAY OF THE COURSE.**

**IF FOR ANY REASON THE COURSE CANNOT BE PERFORMED BY THE DSD TEAM, THE CLIENT WILL HAVE THE OPTION OF A FULL REFUND, OR TO BE TRANSFERRED TO ANOTHER UPCOMING COURSE IN A PREFERRED LOCATION.**

3. **If there are any conflicts between Item 2 above and any Item below, Item 2 shall prevail for any course booked for 2020.**
4. 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.
5. This policy does not apply, and attendees will be charged the full price of a DSD in-person course if you have started taking the course.
6. 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.
7. 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 considered cancelled at the moment you send the email, if following all rules.
8. 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

Payment obligation or liability.

1. 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.

2. If full payment is not completed within the due date, your registration will be cancelled. If the course was already performed by then, DSD will have the right to legally request for the outstanding amount.