

## Centre for Digital Society - Cancellation Policy and Guidelines

### 1. Introduction

The Centre for Digital Society (CDS) is committed to providing high-quality training experiences for all participants. To ensure clarity and fairness, we have established this cancellation policy, which applies to all our training activities, including online and in-person courses.

### 2. Scope of the policy

This policy applies to all CDS courses, regardless of format or duration.

### 3. Cancellation policy and refunds

- **In-person courses**

Cancellations submitted to [digital.society@eui.eu](mailto:digital.society@eui.eu) at least **15 days before the start of the course** are eligible for a **50% refund**.

Cancellations submitted **fewer than 15 days before the start of the course** are **non-refundable**.

- **Online courses**

Fees for online activities are **non-refundable**.

**Note: Early Bird and Super Early Bird registration fees are non-refundable for all course formats.**

### 4. Exceptions and guidelines

Exceptions to the cancellation policy may be considered only in cases of **severe, documented circumstances**, to ensure fairness and transparency.

### 5. Process for requesting an exception

Participants seeking an exception must:

1. Submit a written request to [digital.society@eui.eu](mailto:digital.society@eui.eu), specifying the course title.
2. Await a decision from the CDS review committee, which will be communicated **as soon as possible**.

### 6. Communication and transparency

This policy is made available to participants at the time of registration. Participants are encouraged to review the terms carefully before completing registration.

### 7. Policy updates

CDS reserves the right to update this policy at any time. Any changes will be posted on the official CDS website.

*Created on 28 November 2025*