

# CANCELLATION POLICY

## - for card payments -

All Ascendis services may be cancelled, according to the service agreement between the parties, as follows:

Cancellation or rescheduling of any Program may only be made with the written agreement of both Parties, depending on the concrete possibilities of cancellation, the availability of rescheduling, the costs incurred and the possible additional costs related to rescheduling, organizing and running the Program on a different date and/or under different conditions than originally agreed. If the Beneficiary, without the prior written consent of the Provider, withdraws from the Programme, no longer wishes to participate in the Programme or fails to attend the Programme, any sums paid in advance by the Beneficiary shall not be refunded to the Beneficiary and, in addition, the Beneficiary shall be obliged to pay to the Provider any other sums relating to costs and expenses incurred or incurred by the Provider in connection with the organisation and running of the Programme (including, but not limited to costs incurred in procuring or preparing the necessary materials, the work of its own staff and/or external collaborators, costs incurred or committed to suppliers, accommodation and meals, rental of premises and equipment, transport costs, etc.)

Cancellation / renunciation or reprogramming policy of the Programs.

The cancellation conditions are:

If the Beneficiary waives the Agreed Program more than 30 days before the scheduled date for the Program to start, it will be rescheduled in agreement with the Provider through a new Addendum to be signed by both parties.

if the Beneficiary waives the Agreed Program 29-14 days prior to the scheduled date of the Program commencement, it will pay to the Provider an amount equal to 60% of the value of the services price for that Program as compensation for cancellation / reprogramming Program, and the Program will be rescheduled in agreement with the Provider through a new annex that will be signed by both parties.

If the Beneficiary waives the Agreed Program less than 14 days prior to the scheduled date of the Program commencement, it will pay to the Provider an amount equal to 100% of the value of the Services pricing corresponding to the Program as compensation for cancellation / reprogramming the Program, and the Program will be rescheduled in agreement with the Provider through a new Addendum that will be signed by both parties.

If any Program is not to blame the Provider, it is obliged to refund any amounts paid by the Beneficiary to the Provider for the respective Program that is not executed.

For further details, please send an email to [office@ascendis.ro](mailto:office@ascendis.ro)