

Creative Ed International's Creative Arts Festival Refund Policy

Updated Version:

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At Creative Ed International, we value your participation in our Creative Arts Competition. However, we understand that circumstances may arise that require you to request a refund. Please review our refund policy below for details on the refund process:

1. **No Refund Without Doctor's Note:** Under normal circumstances, we do not provide refunds for registration fees or ticket purchases. We believe in maintaining the integrity of the competition and fairness to all participants.
2. **Doctor's Note Exception:** If you have a medical condition or emergency that prevents your participation and can provide a valid doctor's note confirming your inability to attend the competition, Creative Ed International will consider your case for a refund.
3. **Refund Amount:** If your refund request is approved due to a valid doctor's note, Creative Ed International will offer you a credit that you can use towards participating in the 2025 Mauritius Creative Arts Festival.
4. **Credit Transferability:** The credit offered due to a valid doctor's note is non-transferable and can only be used by the original registrant for participation in the 2025 Mauritius Creative Arts Festival.
5. **Requesting a Refund:** To request a refund with a doctor's note, please contact our customer support team at events@creative-ed.com. You must provide a scanned or digitally signed copy of the doctor's note as part of your refund request.
6. **Deadline for Refund Request:** All refund requests must be submitted within 25 days of the event's start date. Requests submitted after this deadline may not be considered.
7. **Refund Processing Time:** Once your refund request is approved, please allow up to 10 working days for processing. Refunds will be issued using the same method of payment used for the original purchase.
8. **Contact Information:** For any questions or concerns regarding our refund policy, please contact our customer support team at events@creative-ed.com.

We understand that unexpected situations can occur, and we appreciate your understanding of our refund policy. Our primary goal is to provide a fair and enjoyable experience for all participants. Thank you for your participation in the Creative Arts Competition, and we look forward to welcoming you on the 10th March 2024.