

## Cancellation and refund policy

### Cancellation due to Covid

If you have to cancel your onsite presence due to Covid-19 (if you feel ill, have a positive test result, had a high risk contact, if you have any unforeseen last-minute travel restriction or any other Covid-19 related issue), you have 4 options. Up until the start of the conference and without any proof, you can:

- ✓ pass on your onsite ticket to one of your colleagues
- ✓ swap your onsite ticket for 2 online tickets, the second ticket to be shared with one of your colleagues
- ✓ switch to 1 online ticket and a partial reimbursement (the difference between an onsite and online ticket)
- ✓ get a full reimbursement\*

No administrative fee will be charged for any of these options.

*\*If you are a UK resident and you have claimed an McLEAR payment ring, the retail price of the ring (£89.99) will be deducted from your reimbursement. McLEAR rings are non-returnable and non-refundable.*

Tickets are managed via Eventbrite. You can login and change your own ticket data, or contact [hello@fintechweek.london](mailto:hello@fintechweek.london).

Please note, the temperature for each participant will be taken at the entrance of the conference. If a temperature is measured at 38°C or higher, you will be denied access to the conference. You can then choose one of the 4 above options in lieu of your physical attendance at the event.

### Cancellation for all other reasons

All tickets are non-refundable, barring Covid-19 and force majeure.

If you have purchased a ticket and aren't available to join Fintech Week London, you can pass on your onsite or online ticket to one of your colleagues. Make sure to login to eventbrite and change your own ticket data, or contact [hello@fintechweek.london](mailto:hello@fintechweek.london).

### Free ticket participation policy

All free (non-paid) tickets for Fintech Week London events claimed via the official channels provide participation on a first-come, first-served basis. Entrance to the event might be refused based on the actual maximal capacity of the venue at the time of the event, taking into account relevant Covid-19 measures. Physical ticket holders that are refused access will have the opportunity to participate online instead.