

Return / Refund Policy

Thank you for purchasing your tickets to the **Malaysian Breast Cancer Summit 2025** (hereafter referred to as '**MBCS25**' or '**the event**'). TalkHealthAsia is the event's organiser and we are delighted to have you join us at MBCS25. We shall use best efforts to provide you with a seamless and transparent process for managing ticket returns and refunds. Please find the details of our policy below:

1. Refund Eligibility

Refunds are available under the following circumstances:

- The event is cancelled by the organiser.
- Significant changes are made to the event (e.g., date or venue) that prevent your attendance.

Refunds will not be provided for any other reasons including:

- **Change of Mind:** If you decide not to attend for personal reasons.
- **Schedule Conflicts:** If the event clashes with your other commitments.
- **Incomplete Attendance:** If you leave the event early or miss certain sessions.
- **Failure to Meet Deadlines:** If refund requests are submitted after the stated deadline.
- **No-Shows:** If you do not attend the event on the day without prior notice.
- **Travel Restrictions:** If you face difficulties travelling to the event due to personal circumstances (e.g., lack of transport, visa issues, etc.).
- **Force Majeure:** If the event is impacted by circumstances beyond our control, such as natural disasters, government regulations, or other unforeseen events.

2. Refund Request Process

To request a refund, email talkhealthasia@babachoochoo.com with the subject line: *MBCS25 - Refund Request*.

- Include your ticket confirmation number and the reason for your refund request.
- Refund requests must be submitted at least **14 days before the event date**.

3. Ticket Transfers

If you wish to transfer your tickets to another individual, email the new attendee's full name and mobile number to talkhealthasia@babachoochoo.com no later than **30 days before the event**. Transfers are subject to the approval of TalkHealthAsia.

4. Event Cancellation or Changes

If **MBCS25** is cancelled or significantly modified (e.g., date or venue changes), ticket holders will be eligible for a full refund.

- Refunds for cancelled or modified events will be processed within **30 days** after receiving your request.

5. Payment Issues

For payment discrepancies or duplicate charges, please contact us immediately at **012-340 6779**.
