



UN Sustainable Development Goals Digital Economy Summit
联合国可持续发展目标数字经济峰会

退款規則

REFUND RULES

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01 退款場景劃分 Refund Scenarios

Refunds are classified into three scenarios based on the service initiation status: Not Started, In Progress, and Completed. The refund percentages, deduction items, and non-refundable conditions for each scenario shall be governed by the terms of the contract.

Not Started: Refers to the period after payment has been received but before the organizing committee has carried out any related work, including but not limited to order processing or the initiation of any rights fulfillment process.

In Progress: Refers to the stage where the operations team has initiated part of the services, including but not limited to order processing, assignment of a liaison officer, or partial fulfillment of rights, but has not yet completed all contracted service deliveries.

Completed: Refers to the stage where the operations team has fulfilled all contracted services, including but not limited to full realization of all rights, and delivery of relevant inventory and supporting documents to the partner with confirmation.

Prior to contract signing, the organizing committee will highlight to the partner the refund rules and non-refundable conditions for each scenario. The partner must provide written confirmation before the contract can be formally signed, and such confirmation records shall be retained by the organizing committee for reference.

退款按服務啟動狀態分為未啟動、進行中、已完成三類場景，各場景下的退款比例、扣費項目及不予退款情形均以合同條款為準。

未啟動：指款項到帳後，組委會尚未開展任何實質性工作，包括但不限於未啟動物料製作、未分配專屬聯絡官、未啟動任何權益落地流程。

進行中：指組委會已啟動部分服務，包括但不限於已開展物料製作、已分配專屬聯絡官、已啟動部分權益落地，但尚未完成全部合同約定的服務交付。

已完成：指組委會已按合同約定完成全部服務交付，包括但不限於所有權益已落地、相關物料及憑證已交付合作方並經確認。

簽約前，組委會將重點向合作方提示各場景下的退款規則及不予退款情形，合作方須書面確認知曉後方可正式簽約，確認記錄由組委會存檔備查。

02 退款申請與審批 Application & Approval

If the partner wishes to apply for a refund, they must submit a formal written refund application, clearly stating the reason for the refund, the amount requested, and relevant supporting documents. The refund application shall be subject to the complete internal approval process of the organizing committee. No individual is authorized to make any decision regarding a refund on their own, nor may they make any form of refund commitment that bypasses the approval process.

Within three (3) working days after receiving the written application, the organizing committee shall complete the review and notify the partner in writing of the approval result and subsequent arrangements.

合作方如需申請退款，須以書面形式提交正式退款申請，註明退款原因、申請金額及相關憑證材料。退款申請須經組委會完整內部審批流程，任何個人均無權擅自決定退款事宜，亦不得繞過審批流程作出任何形式的退款承諾。

組委會在收到書面申請後，將在3個工作日內完成審核並以書面形式告知合作方審批結果及後續安排。

03 退款方式與到帳時效 Refund Method & Timeline

All refunds shall strictly follow the principle of returning funds via the original payment method, meaning that the refund amount will only be credited back to the partner's original payment account. No refunds shall be made to any third-party account, nor shall any request to offset the refund with other services or resources be accepted. After approval, the organizing committee will clearly inform the partner of the expected refund arrival time and complete the refund operation within the agreed timeframe.

If the refund is delayed due to objective reasons such as bank processing cycles, the organizing committee shall notify the partner in advance to ensure information transparency and process traceability.

所有退款嚴格執行原路退回原則，款項僅退至合作方原付款帳戶，不向任何第三方帳戶退款，亦不接受以其他服務或資源抵扣退款的請求。組委會將在審批通過後明確告知合作方退款到帳時效，並在約定時限內完成退款操作。

如因銀行處理週期等客觀原因導致到帳延遲，組委會須提前告知合作方，確保資訊透明、流程可追溯。

04 退款完成後的處理 Post-Refund Procedures

Upon completion of the refund, the organizing committee shall immediately terminate all service permissions of the partner, including but not limited to the eligibility to use credentials and access passes, authorization for brand materials, and entitlement to various cooperation rights. Such termination shall take effect immediately from the date of refund completion.

All relevant refund records, approval documents, and confirmation documents for permission termination shall be properly registered and archived, with full traceability maintained throughout the process for future review and audit purposes.

退款辦結後，組委會將立即終止合作方的全部服務權限，包括但不限於證件及通行證使用資格、品牌物料授權、各類合作權益的享有資格等，終止自退款完成之日起即時生效。

相關退款記錄、審批憑證及權限終止確認文件須做好完整登記存檔，全程留痕備查，以備後續核對與審計。

合作方如對服務品質、權益交付或溝通協調存在投訴，可透過指定管道提出，組委會承諾在約定時限內給予正式書面回覆，並持續跟進處理進展直至問題解決。

05 不予退款情形 Non-Refundable Circumstances

The contract shall explicitly list the specific circumstances under which refunds are not permitted, including but not limited to: the partner's inability to perform the contract due to its own reasons (such as scheduling conflicts, voluntary withdrawal, failure to provide necessary materials on time, etc.), full completion of all contracted services, termination of the contract due to the partner's violation of the compliance statement, and other non-refundable situations as stipulated in the contract.

All of the above circumstances must be clearly explained to the partner before contract signing. The partner must acknowledge understanding and provide a signed confirmation before the contract signing process can proceed. Any subsequent oral objection shall not serve as a basis for a refund.

合同中將明確列示不予退款的具體情形，包括但不限於：合作方自身原因導致無法履約（如自身行程衝突、合作方主動放棄、未按時提供必要材料等）、服務已實際完成全部交付、合作方違反合規聲明導致合同終止，以及其他合同約定的不予退款情況。

上述情形均須在簽約前向合作方重點說明，合作方確認知曉並簽字存檔後方可推進簽約流程，任何事後的口頭異議均不作為退款依據。

备注 通用要求 General Requirements

Always use the latest version of all documents; previous versions are immediately void and must not be used or distributed.

Any exceptions or special arrangements must go through dedicated approval and be filed separately; no individual may act unilaterally.

All steps must be documented for audit purposes to ensure full traceability of information and verifiability of process.

統一使用最新版文件，舊版本即時作廢，不得繼續使用或對外發送。

特殊情況及破例約定必須經專項審批並單獨備案，個人不得擅自決定。

所有環節均須留痕備查，確保資訊可追溯、流程可核查。

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