



TERMS AND CONDITIONS

1. Fees:

- All fees are current at the time of going to print; however, we reserve the right to change them.

2. Additional Delegate Rates:

- Additional delegate rates apply when bookings are made at the same time on the same course, see special rates, group rates and early bird specials for more information.

3. Confirmation Instructions:

- On our receipt of this returned and completed booking form we will issue a confirmation letter detailing your participation in the training event. This includes a location map with directions and venue details and starting times.
- Thereafter once an invoice and confirmation letter has been sent to you, the booking has been confirmed and the payment is due.

4. Attendance:

- Please note that no learner will be permitted to attend any training course without proof of payment.

5. Delegate Substitution:

- Substitutes can be made at any time without incurring a penalty. Please inform us in writing so we can make the necessary arrangements for the new learner.

6. Payment:

- Payment can be made by cheque or by electronic transfer, and must be received 7 working days from the date of the invoice.
- Please quote the reference number from your invoice so that payments can be tracked.

7. Cancellation:

- All cancellations must be done in writing and emailed directly to FAfA.
- Inform us immediately if you have to re-schedule or cancel the booking so that we can inform the caterers and conference venue. Else this will be for your account.
- The following charges apply if you cancel:
 - 11 - 28+ working days before a course = 15% of the course fee
 - 6 - 10 working days before a course = 20% of the course fee
 - 4 - 6 working days before a course = 30% of the course fee
 - 1-3 working days before a course = 50% of the course fee
 - No show on the day of the course = 100% of the course fee

8. Special Meals:

Please note that we do provide halaal friendly meals on request. Should STRICTLY Halaal or Kosher be required, we are happy to outsource from appropriately certified caterers at an additional surcharge of R100 person meal. Kosher R150.

9. Public Course Running

All FAfA public courses will ONLY go ahead if we have at least 4 (four) delegates confirmed. FAfA reserves the right to postpone courses below four delegates to a future date.

10. Transfers & Postponements:

- The transfer option only applies to delegates who are transferring to a different date for the same course.
- Transfers can only be made up to 4 working days prior to the course, after which point the registration is considered to be a cancellation or alternatively a replacement/s should be send.

11. Once you have booked with us legal obligations arise and your right to refund of monies charged to you or paid in any other way agreed by us, are limited by our terms & conditions. You must not make any booking unless you understand and agree to all our terms and conditions. Once a booking is made, it is deemed that you have read and understood the terms and conditions for such a booking. If you have any queries, please contact us before making any booking for any course.