

CANCELLATION POLICY 2017

INTRODUCTION

The Institute, as a professional body and a non-profit company, has a fiduciary duty, as well as a responsibility to its members in good standing, to ensure that the Institute is run on sound financial principles and continues to operate as a going concern. This can only be done if members/delegates/candidates comply with the terms and conditions of cancelling an application or booking/registration.

The Compliance Institute Southern Africa (the Institute) has therefore found it necessary to implement a Cancellation Policy as a result of the high number of dishonoured membership applications and event bookings/registrations.

A. CANCELLATION OF NEW MEMBERSHIP APPLICATIONS

1. The new member registration fees are payable on presentation of the proforma invoice.
2. Any new member application fee still outstanding after 14 calendar days from date of proforma invoice will result in the membership application being deleted from the database.
3. Should a tax invoice be requested, payment will be due immediately on presentation of the tax invoice.
4. Any subsequent cancellation of the application will be subject to cancellation fees.
5. Cancellations must be in writing.
6. Cancellations must be received within 7 days of date of tax invoice and will be subject to a cancellation fee equal to 20% of the annual membership fee.
7. Cancellations received after the 7 day period above will be subject to a cancellation charge equal to the full value of the tax invoice i.e. the annual membership fee.

B. CANCELLATION OF EXISTING MEMBERSHIP & MEMBERSHIP RENEWALS

1. Existing memberships may be cancelled at any time.
2. NOTE: No refunds will be processed for the cancellation of an existing membership.
3. Cancellations will only be accepted in writing.
4. Cancellation requests by existing members up for renewal, must be received within 7 days of the original renewal application date i.e. the date on which CI SA receives the online renewal application from the member, irrespective of the current membership expiry date.
5. Cancellations received after the 7 day period as above, will be subject to a cancellation fee equal to 20% of the annual membership fee.
6. Invoices are payable on presentation i.e. immediately.
7. Any membership renewal fees that are still outstanding after 30 days from date of invoice and

for which no cancellation has been received, will result in the membership being suspended unless payment is received immediately.

8. Any membership renewal fee still outstanding after 60 calendar days from date of invoice and for which no cancellation has been received, will result in the account being handed over for collection and the suspension of the account.
9. Any member who has been handed over and subsequently settles the account and who still wishes to continue their membership will have to apply as a new member and will be subject to the new application fee.

C. CANCELLATION OF EVENTS – CONFERENCES, *TRAINING COURSES (CLASSROOM AND WEB BASED), WORKSHOPS ETC. (*REFER EXCEPTION BELOW WRT POSTPONEMENT OF TRAINING COURSES)

1. Cancellations will only be accepted in writing.
2. If a delegate does not cancel in writing, in compliance with the event Terms and Conditions, s/he will still be responsible for the full fee.
3. In the event of cancellation, a cancellation fee will apply, as set out below:
 - a. 20 working days before the event start date 20%
 - b. 15 working days before the event start date 50%
 - c. 10 working days before the event start date 100%
4. Cancellation of registrations submitted within 20 working days of the event start date will not be permitted without being subject to the relevant cancellation fee as set out in point 3 above.
5. Non-attendance does not constitute a cancellation.
6. Each event has its own individual set of cancellation Terms and Conditions. Delegates are required to accept the relevant Terms and Conditions before a booking/registration can be submitted.
7. Delegates are kindly requested to ensure that they read the Terms and Conditions carefully as submitting an event booking/registration is deemed to be acceptance of the Terms and Conditions and is legally binding.
8. Invoices are payable on presentation.
9. An event invoice still outstanding after 30 days from the date of invoice will result in the suspension of membership/the account.
10. An event invoice still outstanding after 60 days from the date of invoice will result in the account being handed over for collection.
11. No delegate will be allowed to attend an event if full payment has not been received before commencement of the event. No exceptions will be permitted.

D. *POSTPONEMENT OF TRAINING COURSES

1. This option is only available to **paid-up delegates**.
2. If a delegate is unable to attend the course for which s/he has booked, the booking may be postponed to a later course, subject to meeting the requirements below:
 - All requests for postponement of attendance must be in writing.
 - A request to postpone attendance must be sent to CI SA **at least 48 hours before**

commencement of the original course.

3. No course refunds will be given.
4. Bookings may only be postponed **once**. Thereafter, the booking and the course fee will be forfeited.
5. If a delegate falls ill, to the extent that they are unable to provide 48 hours' notice and cannot attend the session for which they have booked, a postponement of attendance may be permitted provided the following conditions are met:
 - The course fee has already been paid in full
 - A valid medical certificate is presented

In such an instance the delegate must submit a new booking for the next date on which the course stands to be presented together with proof of payment for the original course that was missed.

Should the above conditions not be met, no postponement will be permitted, and the course fee will remain due and payable.