



## CANCELLATION POLICY 2017

### INTRODUCTION

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

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.

### NEW MEMBERSHIP APPLICATIONS – [click here to read application process](#)

- Cancellation requests must be received within 14 days of the original application date i.e. the date on which we receive the online application irrespective of whether the signed code of ethics and indemnity form have been submitted.
- **Cancellations will only be accepted in writing.**
- **Invoices are payable on presentation i.e. immediately or within the month in which it is issued.**
- **Interest of 2% per month will be charged on late payment.**
- Any application fee still outstanding after 30 calendar days from date of proforma invoice will result in the membership application being deleted from the database.

### MEMBERSHIP RENEWALS

- **Cancellations will only be accepted in writing.**
- **Invoices are payable on presentation i.e. immediately or within the month in which it is issued.**
- **Interest of 2% per month will be charged on late payment.**
- Any membership renewal fee still outstanding after 60 calendar days from date of invoice will result in the membership record being deleted from the database.
- Any member who still wishes to continue their membership will have to apply as a new member and will be subject to the new application fee.

### EXISTING MEMBERSHIP

- Existing membership may be cancelled at any time.
- **Cancellations will only be accepted in writing.**
- **Invoices are payable on presentation i.e. immediately or within the month in which it is issued.**
- **Interest of 2% per month will be charged on late payment.**

- Any membership fee still outstanding after 60 calendar days from date of invoice will result in the membership record being deleted from the database. Any member who still wishes to continue their membership will have to apply as a new member and will be subject to the new application registration fee.

## **EVENTS – CONFERENCES, FORUMS, SEMINARS, TRAINING COURSES (CLASSROOM AND WEB BASED)**

- **Cancellations will only be accepted in writing.**
- **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.**
- 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.
- 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.**
- **Invoices are payable on presentation i.e. immediately or within the month in which it is issued.**
- **Interest of 2% per month will be charged on late payment.**
- An event fee still outstanding after 30 calendar days from the date of invoice will result in the booking/registration automatically being cancelled.
- 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.

## **POSTPONEMENTS – TRAINING COURSES**

If a delegate is unable to attend the course for which s/he has booked, the booking may be postponed attendance to a later course.

Bookings may only postponed once. Thereafter, the booking and the course fee will be forfeited.

This option is only available to paid delegates and notification must be sent in writing at least 48 hours before commencement of the original course. No refunds will be entertained.