

IMPLEMENTATION PROCEDURE FOR POLICY 660

SANEA EVENTS: DELEGATE BOOKING, PAYMENT & CANCELLATION

Procedure Number:	P660	Effective Date	1 July 2018
Revision	1.1	Supersedes Rev	dated
Applies to:	All Office Bearers, employees, delegates of SANEA		

Exceptions to this procedure may be approved at Level 3 per the Delegation of Authority policy (Policy 400) and must be reported to Level 4.

PURPOSE:

The purpose of this procedure is to describe how to implement Policy 660 and should be read in conjunction with that policy. The policy is built on the principle of maximising pre-event revenue collection and minimising risk of hosting events with significant delegate fees outstanding and with low levels of exposure to costs incurred with post - event revenue recovery.

In order for SANEA to ensure maximised revenue collection of fees for attendance of events, the conditions for attendance of events must be included as part of the registration process and no attendance should be allowed or confirmed unless terms and conditions are accepted. Terms and conditions will be adapted to suit event categories. Every type of event that SANEA hosts where fees are required for attendance must be subject to this approach.

The registration form for events must include compulsory acceptance of the terms and conditions (acceptance must be provable in the event of a dispute) before registration and payment is accepted and attendance confirmed.

In order to maximize attendance and revenue generation from the hosting of events, SANEA will implement payment processes at events through use of available technology (credit card machine, PayPal, online banking etc.). If such an approach is practical for implementation at an event, it will be published with the event invitation.

At the event, a registration form and subsequent payment will be implemented before access to the event is allowed.

The policy for payment and registration at events must be considered when commitments on event planning and continuation of events being offered are being planned and implemented.

See Annexure A on recommendation for overall Terms and Conditions for events.

Directors:

BA Statham (Chairman), DW Wright (Secretary General), V Basson (British), P Gosai, T Govender, K Maharaj, W Poulton, P Reddy, R van Tonder

Secretary: J Reyneke

Section 21 Company | Company Registration Number: 2001/019721/08 | NPO Number: 026-696 | VAT Number: 4950211252

ANNEXURE A

Terms and conditions for SANE A events

SANE A is a non-profit entity. As part of its vision it offers the delivery of knowledge content to catalyse objective thinking on energy and energy related issues through hosting various forms of events. SANE A makes every effort to organise professional high calibre events with and requires upfront payments to cover committed costs and ensure the successful delivery of value-adding events. The terms and conditions for these events are to ensure that the integrity and viability of the event is protected both for SANE A and delegates.

Attendance at SANE A events is subject to the following terms and conditions:

1. Information

- 1.1. Personal information supplied as part of the booking process will be held by SANE A as a record of attendees and parties expressing interest. Registering for an event, construes an agreement by the delegate that SANE A may use such personal information to contact them by email, direct mail, telephone or fax, in order to supply information relevant to this event, or about other conferences, events and opportunities that SANE A is arranging and feels will be of interest to them.

2. Payment

All SANE A **Thinking Energy** events will be subject to the following conditions:

- 2.1. Terms and conditions must be accepted before any booking is processed.
- 2.2. Bookings will only be confirmed once full payment has been received.
- 2.3. Payment in full becomes due at time of registration and must be received no later than 1 week before the date of the event.
- 2.4. In the event that full payment is not received by then, the delegate may be refused entry to the event.
- 2.5. Payment can be made via EFT, PayFast or transfers. All transfer costs associated with payment will be borne by the delegate.
- 2.6. VAT will be levied on all payments
- 2.7. Bookings cancelled more than 20 calendar days prior to the event will not attract a cancellation fee.
- 2.8. Bookings cancelled between 7 and 20 calendar days prior to the event will attract 50% payment of the full event registration fee per delegate.
- 2.9. Bookings cancelled less than 7 calendar days prior to the event will attract a 100% payment of the full event registration fee per delegate.
- 2.10. All cancellations must be submitted to the SANE A SECRETARIAT in writing by e-mail (sanea@sanea.org.za).

- 2.11. Substitutions for attendance at events will be considered by SANE A if such request is submitted in writing to sanea@sanea.org.za up to 48 hours before the event.
- 2.12. In the event that a registered delegate does not attend the event, they will be liable for 100% of the registration fee.

All SANE A **Rendezvous, Encounter and Briefing** events will be subject to the following conditions:

- 2.13. Terms and conditions must be accepted before any booking is processed.
- 2.14. Bookings will only be confirmed once full payment has been received.
- 2.15. Payment in full becomes due at time of registration and must be received no later than 1 week before the event commencement date.
- 2.16. In the event that full payment is not received by then, the delegate may be refused entry to the event.
- 2.17. Payment can be made via EFT, PayFast or transfers. All transfer costs associated with payment will be borne by the delegate.
- 2.18. VAT will be levied on all payment
- 2.19. Bookings cancelled more than 48 hours prior to the event will not attract an cancellation fee
- 2.20. Bookings cancelled less than 48 hours prior to the event will attract a 100% payment of the full event registration fee per delegate for non-members and R150 per delegate for members.
- 2.21. All cancellations must be submitted to the SANE A SECRETARIAT in writing by e-mail (sanea@sanea.org.za).
- 2.22. Substitutions for attendance at events will be considered by SANE A if such request is submitted in writing to sanea@sanea.org.za up to 48 hours before the event.
- 2.23. In the event that a registered delegate does not attend the event, they will be liable for 100% of the registration fee.

3. Postponement, Cancellation and event changes

- 3.1. SANE A retains the right to postpone, cancel or change events. In the event of cancellation, the registration fee will be fully refunded to delegates. In the case of changes or postponements, delegates will be approached to consider attendance despite these changes and will only be refunded if such is refused by the delegate.

4. Photographs / Videos

- 4.1. SANE A retains the right to photograph and videography the proceedings of any event it hosts and use the records obtained for its marketing and promotional requirements.



5. Access to event information

- 5.1. All published event specific material will be made available to paid-up delegates who attend a SANE A event. The information will be issued via the SANE A website and where there are confidentiality restrictions on the information, delegates are compelled to abide by these.

6. Media

- 6.1. SANE A may invite members of the media for coverage of conferences. All official media interaction is the accountability of SANE A and SANE A takes no accountability for any attendees being quoted by the media.

7. Late Registrations

- 7.1. Late registrations will be allowed to delegates' who are able to register and pay at the event. SANE A will provide a mechanism for completion of the registration and provide a payment mechanism (such as PayFast or EFT) at the event.
- 7.2. Should a delegate not be able to successfully execute payment prior to the event, SANE A retains the right to deny such delegate access to the event.
- 7.3. In the event of successful payment, SANE A will issue an invoice to the delegate within 5 working days of the event.