



South African Association of Mediators

200-414 NPO

SAAM TRAINING/COURSES/WEBINARS/CONFERENCES TRANSFER AND CANCELLATION POLICY

1. Transfers:

- Delegates may transfer their registration to another course, workshop, webinar, or conference up to 10 working days before the original event.
- No refunds will be issued for cancellations of either the original or transferred event.
- Only one transfer is allowed per delegate within a six-month period.

2. Cancellations:

- Cancellations must be submitted in writing and received no later than 10 working days before the event start date.
- If cancellation is made within 10 working days before the event, full payment is required.
- We reserve the right to deduct any incurred costs from any applicable refunds.

3. Refunds:

- Approved refunds will be processed through the original payment method within 21 days.
- SAAM uses third-party trainers who manage their own payments. SAAM is not responsible for refunds related to third-party trainers.
- Our website may list third-party courses and trainers whose content does not reflect SAAM's standards or opinions.

4. Event Changes:

- SAAM reserves the right to reschedule a training course at any time without additional liability.
- In such cases, alternative dates or a credit note will be offered.