

TERMS AND CONDITIONS

Updated: 2 April 2020

1. Payment terms strictly prior to service delivery by presenting proof of payment cleared in the bank, or a purchase order, or per prior agreed contract terms.
2. Certification Applications will be accepted on application, however processing will only be done upon receipt of full payment cleared in the IEPA bank account.
3. Interest will be leveraged on accounts more than 30 days outstanding from service delivery date, at a rate of 24% per annum prorated per calendar month.
4. All quotations and invoices exclude country-specific taxes and bank charges, IEPA reserves the right to leverage the deducted cost from the client/customer.
5. IEPA reserves the right to withhold exam results, and/or any certificates, for customers not in good standing.
6. Delegates with special dietary requirements may be subject to additional charges dependent on menu selection available at the time.
7. Public program prices includes catering, black and white handbooks and manuals.
8. Delegates that prefer full colour printed handbooks and manuals will be subject to an additional charge.
9. Public program prices excludes travel and accommodation, breakfast and dinner for delegates, therefore delegates must make their own arrangements in this regard.
10. Inhouse quotations exclude venue hiring, AV equipment, catering for delegates, travel and accommodation, breakfast, and dinner for delegates, therefore delegates and the customer must make their own arrangements in this regard.
11. Cancellation policy:
 - a. Once an invoice is issued and before term 11.b: Full amount less R1,200 administration fee.
 - b. Within seven (7) working days prior to the start of the program: R1,200 administration fee/90% of the full program fee, whichever is the largest amount.
 - c. Within three (3) working days prior to the start of the program: R1,200 administration fee/70% refund of the full program fee, whichever is the largest amount.
12. IEPA and its partners reserves the right to alter the delivery method of the program, or cancel the program, should the event not be financially viable.
13. Right of admission is reserved.

[END]