



## **Terms and Conditions – Events**

### **In-person and Online**

#### **Booking an event**

When booking an event with OSACO you are reserving a place at the event and are subject to these terms and conditions. You will receive an email to confirm your booking and an invoice from our Finance Department that is due on the date stipulated on the invoice as per the below Payment Schedule.

#### **Event fees**

The Event fee includes event participation, course materials, certificate of completion.

Depending on the type of event that you are attending, there may be additional inclusions, specifically when enrolled in OSACO's Certified Training Programme.

If an in-person event, then morning and afternoon tea/coffee/water will be provided. Attendees will be responsible for their own travel to and from the event, meals, and accommodation, if required.

#### **Visa requirements**

For participants who require a visa to attend one of our events, OSACO can provide an invitation letter. If you need an invitation, please email [admin@osacogroup.com](mailto:admin@osacogroup.com) immediately after paying for your place for the event. Please note that we need to have received your payment for the event, in line with OSACO's payment schedule, before an invitation can be issued.

#### **Payment**

Please ensure to process your payment for the event fees as soon as you receive the invoice according to the payment schedule listed below. Payment must be received before you attend the event unless otherwise agreed in writing with OSACO. Please note that non-payment after booking onto an event does not indicate a cancellation unless you have informed OSACO that you no longer require your booking.

Any and all bank charges incurred in making payments for event fees are the responsibility of the attendee, including, where applicable, any Correspondent Bank charges deducted en-route.

When making a payment, please ensure that you note your OSACO invoice reference as your payment reference. This will ensure the seamless reconciliation of your payment.



Please also see our cancellation policy and payment schedule below.

## **Payment Schedule**

The payment schedule for OSACO events is as follows

OSACO event fees are paid in two instalments, once these instalments are paid, they are non-refundable but can be transferred to future events as per the below conditions. Event fee transfers must occur within 12 months of the original event date. All event fees held past 12 months from the original event date cannot be transferred further and are non-refundable.

A non-refundable first instalment of 50% of the event fee is due upon registration for the event. While this instalment is non-refundable, it is transferable to a future event should circumstances arise where an attendee is unable to attend the event due to unforeseen factors.

A non-refundable second instalment of 50% of the event fee is due no later than 30 days prior to the event. While this instalment is non-refundable, a portion of the second instalment is transferable to a future event should circumstances arise where an attendee is unable to attend the event due to unforeseen factors. Specifics around this are outlined in OSACO's cancellation policy.

## **Cancellation policy**

Cancellations must be advised to OSACO by the attendee prior to the event date, no-shows without advance notice are completely non-refundable. In the event of a no-show, the decision to transfer the attendee's event fee will be solely at the discretion of OSACO.

Cancellations more than 30 days from the event date may be transferred in full to a future OSACO event. Attendees have 12 months from the original event date to transfer their event fees to a future event.

Cancellations within 30 days from the event date incur a non-refundable administration fee of 25% of the total event fee. Attendees have 12 months from the original event date to transfer the remaining portion of their event fees to a future event.

Please note that OSACO's events are very popular, and seats are limited. Please let us know at your earliest convenience if you need to cancel your booking.

Please note that the cancellation policy is applicable for all bookings made as a seat at the event has been reserved. OSACO reserves the right to require payment of unpaid invoices of no-shows, as these incur the same cost for OSACO and prevent the place being offered to other participants.



### **If the event is cancelled by OSACO**

Occasionally OSACO may have to cancel or postpone an event due to unforeseen circumstances. We will always give attendees 30 days' notice in the event of a cancellation, unless an emergency such as security conditions or force majeure has led us to cancel the event. If a cancellation takes place on the part of OSACO and the cancellation is not related to security conditions or force majeure, OSACO will fully refund your event fee or transfer your booking to another date or event. The decision to refund or transfer the event fee will be at the discretion of the attendee. Unfortunately, we will not be able to refund travel or accommodation expenses incurred by the attendee in the event of a cancellation on the part of OSACO. Please note that cancelling our events is thankfully very rare.

### **Acceptance of OSACO's Terms and Conditions**

By signing this document, the attendee or attendee's representative agrees to and shall abide by the aforementioned terms and conditions as it pertains to OSACO events.

Full Name(s) of Attendee(s):

Email Address:

Date:

Signature: