

SAAPI WORKSHOP/SYMPOSIA/CONFERENCE – Version 2

Terms and Conditions

1. Registration guidance

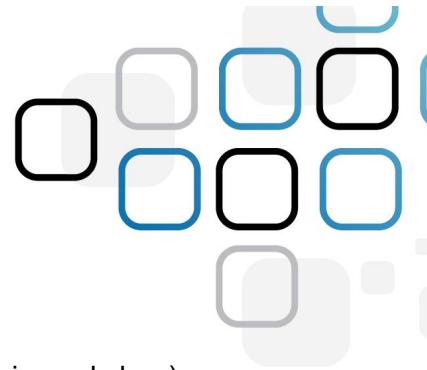
- a. Register your details on the SAAPI website and create a customer account. Link to website: www.saapi.org.za
- b. You will then be able to access our workshop schedule and register for workshops online.
- c. Complete the billing address on the registration form and not your personal address.
- d. Follow the prompts and enter all information required.
- e. Registration on the SAAPI website for your chosen workshop/event confirms your attendance.
- f. Paid delegates will receive the training material electronically prior to the workshop.
- g. Contact info@saapi.org.za with any queries or if you need any further information.

2. Payments

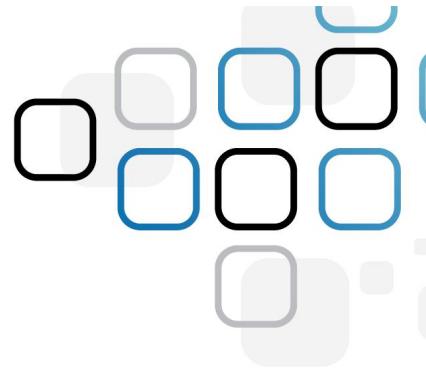
- a. Payment should be received **before** the date of the event, unless agreed otherwise in writing with the organisers.
- b. Attendance certificates will only be made available on receipt of payment.
- c. Should payment not be received by SAAPI this could result in legal proceedings. The legal fees associated with recovery of such fees will be for the delegate's account.
- d. Proof of payment must be sent to info@saapi.org.za
- e. Use your invoice number as your payment reference e.g. **INV-24-25/02PC-125**
- f. See banking details below (point 11).

3. Cancellation

- a. Should a delegate wish to cancel registration for a workshop/event, this must be done in writing no later than 48 hours prior to the workshop.
- b. If a delegate cancels less than 48 hours prior to the workshop date, the delegate will be responsible for the full workshop fee. In the event of emergency/extenuating circumstances, please contact the SAAPI Office in writing for alternate arrangements.
- c. Should a registered delegate be unable to attend but they wish to send a replacement delegate, it is the responsibility of the registered delegate to update SAAPI with the replacement delegate's name and contact details 24 hours prior to the workshop.
- d. Should a delegate not attend the event they have registered for, they will not have the fee reimbursed and will still be liable for payment of the full registration fee.
- e. Cancellations and enquiries can be sent to info@saapi.org.za.



- 4. Change of attendance** (i.e. virtual to in-person & vice versa or change in workshop)
 - a. Should a delegate, registered for a hybrid event, wish to change registration status from virtual to in-person or vice-versa, this needs to be done within 48 hours prior to the workshop/symposium and within 7 days prior to conference. Should a delegate not adhere to these timelines, an additional administration fee of 10 % of the registration fee will apply. Additionally, a delegate who wishes to change their registration from virtual to in-person or in-person to virtual will also be liable for the catering cost associated with in-person attendance.
 - b. Should a delegate register for an event wish to change registration to a different event, this needs to be done 48 hours prior a workshop/symposium or 7 days prior to conference. Should a delegate not adhere to these timelines, an administration fee of 10% of the registration fee will apply.
- 5. Delegate Registration Integrity**
 - a. Each SAAPI Conference registration is valid for one named delegate only and may not be shared among multiple individuals over the duration of the event. Companies wishing to send more than one delegate must register each individual separately.
 - b. Should a delegate be unable to attend the full conference, SAAPI offers a single-day registration option. In cases where a replacement delegate will attend in place of the originally registered individual, the full registration must be formally transferred to the replacement delegate. Any such changes must be communicated to the SAAPI Office in writing, 7 days prior to the event.
- 6. Attendance Format Consistency**
 - a. To ensure smooth administration and a consistent experience for all participants, the SAAPI Office will not accommodate requests for partial or hourly attendance formats during the Conference. This includes, but is not limited to, alternating between virtual and in-person attendance within the same day (e.g., attending online in the morning and in person in the afternoon).
 - b. All requests for changes must be submitted in writing to info@saapi.org.za.
- 7. Workshop Viability and Presenter Availability**
 - a. The SAAPI Office reserves the right to postpone or cancel any workshop that receives fewer than ten (10) confirmed registrations.
 - b. Furthermore, SAAPI reserves the right to cancel or reschedule a workshop in the event of unforeseen circumstances, including but not limited to the illness or unavailability of the designated presenter. In such cases, all reasonable efforts will be made to notify registered participants in advance and, where applicable, to offer alternative arrangements.



8. Refunds and Rescheduling Options

- a. In instances where a workshop is cancelled or postponed by the SAAPI Office, whether due to insufficient registrations (fewer than ten delegates), the unavailability of the presenter or unforeseen circumstances, delegates who have already paid for the event will be offered the following options:
 - i. **Request a reimbursement**, provided that the delegate submits a valid proof of payment (POP) along with an official bank confirmation letter to the SAAPI Office.
 - ii. **Retain the paid amount as credit with SAAPI**, which may be allocated toward a future workshop or event of equivalent value, provided that the delegate submits a valid proof of payment to the SAAPI Office.
 - iii. **Register for an alternative workshop of the same value**, should the original workshop not be rescheduled or the new date not align with the delegate's availability. In such cases, it is the delegate's responsibility to inform the SAAPI Office in writing of the alternative workshop they have registered for, in order for the payment to be correctly allocated. Proof of payment must be provided to facilitate this process.
- b. All refund or credit requests must be submitted in writing and received by the SAAPI Office (info@saapi.org.za) within **14 calendar days of receiving notice of cancellation or postponement**.

9. Recording of events/workshops

SAAPI Events are recorded for compliance. Recordings will not be shared.

10. Sponsorships

Should a company/individual wish to sponsor a SAAPI event, a contract between the sponsor and SAAPI shall be signed. Sponsorship payments must be received before the event, unless agreed otherwise in writing with SAAPI. The terms and conditions will be outlined in a separate agreement signed between the sponsor and SAAPI.

11. SAAPI Banking Details:

Account Name/Name of Account Holder:	SA ASS OF PHARM IN IND
Account Number:	013045156
Account Type:	Business Current Account
Branch:	Lynnwood The Grove
Branch Code:	012445
Branch Code (electronic payments):	051001
SWIFT Address:	SBZA ZA JJ

Payment Reference - use your invoice number: e.g. **INV-24-25/02PC-125**