

TERMS AND CONDITIONS

1. General

- 1.1 All rates are inclusive of VAT
- 1.2 Confirmation is subject to receipt of the signed contract & payment made in full.
- 1.3 We request that any changes be done so in writing.
- 1.4 Participation fee includes access to the appropriate session presentations and networking opportunities, and post conference proceedings.
- 1.5 Payment of full delegate fee is due within 7 days of receipt of invoice, or immediately with registration if the booking is made within 2 weeks of the event. IESSA reserves the right to refuse entry to the event should payment not be received prior to the event
- 1.6 IESSA reserves the right to alter the programme without notice including the substitution, alternation or cancellation of speakers and/or topics and/or the dates of the event.
- 1.7 IESSA is not liable for any loss or damage as a result of a substitution, alternation, postponement or cancellation of the event

2. Confirmation policy

- 2.1 We do not hold provisional bookings and work on a first come first serve basis. Only the receipt of signed contract **and** proof of payment will confirm your booking.
- 2.2 Please ensure you send the proof of payment to events@iessa.org.za and accounts@events.org.za

3. Government Departments/ Purchase orders

Only clients with approved credit facilities may use purchase orders for confirmation. A copy of the purchase order needs to be e-mailed to IESSA along with the signed contract to confirm your booking..

4. Credit

Billing to a room account is subject to approval by the hotel and requires a credit card on check in. NO room account shall be opened unless approved and signed off by the hotel

5. Venue Hire Operating Hours

Bar Operating Hours is strictly from 09:00 – 24:00. Last rounds will be called at 23h30 and the bar will be closed at 24h00. This applies to private venue hire as well.
No loud music allowed after 24h00

6. Food and Beverage

- 6.1 No food or alcohol may under any circumstances be brought onto or removed from the hotel premises. The hotel reserves the right to confiscate food or alcohol/beverages brought onto the premises
- 6.2 Meals are served buffet style in the designated area or restaurant. The buffet is strictly available for 2 hours per mealtime.

7. Your Use of the Hotel

- 7.1 No branding, banners, décor or any other material may be affixed or attached to any walls, floors or ceilings.
- 7.2 Any breakages of equipment or property will be added to the final invoice.
- 7.3 No sponsorship material may be displayed unless in agreement with IESSA and the sponsorship contract

8. Cancellation

- 8.1 In the event that you wish to cancel your booking notice must be given in writing. Failing which, the following cancellation fee will be levied;
 - 8.1.1 Notice from 30 days prior to the Conference; 50% of the total cost will be charged.
 - 8.1.2 Notice within 10 days or less prior to the commencement of the Conference; 100% of the total cost will be charged.
- 8.2 You are allowed to send a substitution in your place however this needs to be sent in writing
- 8.3 Submission of a registration form shall be deemed to be acceptance of IESSA's terms and conditions, and shall be jointly and severally binding on Applicant and the applicants corporate entity

9. Smoking

Please note that smoking is not permitted in the function rooms/ other public areas, and all the rooms. Smoking is permitted outdoor areas only

10. Event Cancellation

Any fee payable to IESSA Ltd for participation at the IESS Conference or official side events, will not be refundable, due to an Act of God, severe weather conditions, global health concerns, event cancellation due to circumstances beyond the control of the Organisers.