W TECHNICAL CONSULTING SA (PTY) LTD

Refund and Cancellation Policy

Version 2.0

Document Control

Document Name	Refund and Cancellation Policy
Company	W Technical Consulting SA (Pty) Ltd
Version	2.0
Effective Date	1 January 2026
Last Review Date	1 December 2025
Document Owner	Information Officer
Information Officer	info@wconsulting.co.za
Approved By	Director
Classification	Public

1. Purpose

This policy sets out refund, cancellation and substitution rules for training, workshops, events, courses and similar services provided by the Company, unless a separate written agreement states otherwise.

2. Cancellation by Client

- Cancellation more than 14 calendar days before the scheduled service date may qualify for a full refund, less any non-recoverable third-party costs where applicable.
- Cancellation between 7 and 14 calendar days before the scheduled service date may qualify for a 50 percent refund.
- Cancellation less than 7 calendar days before the scheduled service date may be non-refundable, unless otherwise agreed in writing.

3. Substitution

Participant substitutions may be permitted if notified to the Company before the course or event date and where the substitute participant meets any applicable eligibility requirements.

4. Rescheduling

Where practical, the Company may offer a rescheduled date or credit instead of a refund.

5. Cancellation by Company

If the Company cancels a service due to trainer unavailability, operational reasons or insufficient attendance, the Company may offer a refund, rescheduled date or credit, depending on the circumstances and applicable contract terms.

6. Force Majeure

The Company will not be liable for failure or delay caused by events outside its reasonable control, including natural disasters, severe weather, power failure, civil unrest, government action, public health events, internet failures or similar events. The Company may reschedule the affected service where reasonable.

7. Refund Process

Refund requests must be submitted in writing. Approved refunds will be processed within a reasonable period, generally within 30 days, using the original payment method where possible.

Review

This document is reviewed periodically and updated where there are material changes to the Company, its records, processing activities, legislation, regulatory guidance or contact details.

References

- Protection of Personal Information Act 4 of 2013
- Promotion of Access to Information Act 2 of 2000
- Information Regulator guidance and forms
- ISO/IEC 27001 good practice controls
- Company PAIA Manual
- Company POPIA Manual