



## MEMBERSHIP CANCELLATION POLICY

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### APPROVALS

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DATE:

*17th Nov 2020*

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CEO

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17 November 2020



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## 1. INTRODUCTION

The Federation, as a non-profit company, has a fiduciary duty, as well as a responsibility to its members in good standing, to ensure that the Institute is run on sound financial principles and continues to operate as a going concern.

This can only be done if members comply with the terms and conditions of cancelling membership. Printing SA has therefore found it necessary to implement a Cancellation Policy as a result of a number of dishonoured membership applications and event bookings/registrations.

## 2. CANCELLATION OF NEW MEMBERSHIP APPLICATIONS

- 2.1 The new member registration fees are payable on presentation of the tax invoice.
- 2.2 Any new member application fee still outstanding after 30 calendar days from date of invoice will result in the membership application being null and void and subsequent deletion from the database.
- 2.3 All new membership applications are subject to a non-refundable administrative fee equivalent to the applicable entrance fee.
- 2.4 Cancellations must be in writing.

## 3. CANCELLATION OF EXISTING MEMBERSHIP AND MEMBERSHIP RENEWALS

- 3.1 Existing memberships may be cancelled in writing by giving 3 months written notice which needs to be sent to the following Printing SA staff members:
  - The relevant Regional Chamber Manager:
    - Central Chamber: Elri Van Zyl [evanzyl@printingsa.org](mailto:evanzyl@printingsa.org)
    - Cape Chamber: Danielle Arendorf [darendorf@printingsa.org](mailto:darendorf@printingsa.org)
    - KZN Chamber: Jermaine Naicker [jnaicker@printingsa.org](mailto:jnaicker@printingsa.org)
    - Northern Chamber: Lana Human [lhuman@printingsa.org](mailto:lhuman@printingsa.org)
  - Printing SA Debtors Clerk: Natalie Butcher [nbutcher@printingsa.org](mailto:nbutcher@printingsa.org)
  - Printing SA Operations Director: Zayed Bagus [ops@printingsa.org](mailto:ops@printingsa.org)
- 3.2 No refunds will be processed for the cancellation of any existing membership.
- 3.3 Cancellations will only be accepted in writing.

- 3.4 All outstanding membership levies and invoices are to be settled in full, in order for the cancellation request to be processed by Printing SA. As a result, invoices and or final statements are payable on presentation thereof, i.e. immediately.
- 3.5 As per the membership application form, the Directors / Owners of a member company bind themselves jointly and severally for all debts which a member company may at any time owe to Printing SA.
- 3.6 Any membership levies and/or fees that are still outstanding for the present financial year and for which no cancellation has been received, will result in the membership and services being suspended unless payment is received immediately.

#### **4. CANCELLATION OF EVENTS – CONFERENCES, TRAINING COURSES (CLASSROOM AND WEB BASED), WORKSHOPS ETC.**

**(\*REFER TO EXCEPTION BELOW WITH REGARDS TO TRAINING COURSES.)**

- 4.1 Cancellations will only be accepted in writing.
- 4.2 If a delegate does not cancel in writing, in compliance with the event Terms and Conditions, s/he will still be responsible for the full fee.
- 4.3 In the event of cancellation, a cancellation fee will apply as set out below:
  - 20 working days before the event: 20% of the event cost
  - 15 working days before the event: 50% of the event cost
  - 5 working days before the event: 100% of the event cost
- 4.4 Cancellation of registration submitted from 20 working days of the event start date will not be permitted without being subject to the relevant cancellation fee as set out in point 3 above.
- 4.5 Non-attendance does not constitute cancellation.
- 4.6 Each event has its own individual set of Terms and Conditions. Delegates are required to accept the relevant Terms and Conditions before a booking / registration can be submitted.
- 4.7 Delegates are requested to ensure that they read the Terms and Conditions carefully as submitting an event booking/registration is deemed to be acceptance of the Terms and Conditions and is legally binding.
- 4.8 Invoices are payable on presentation thereof.
- 4.9 An event invoice still outstanding after 30 days from the date of invoice will result in interest being levied on the account.

4.10 No delegate will be allowed to attend an event if full payment has not been received before commencement of the event. No exceptions will be permitted.

## 5. POSTPONEMENT OF TRAINING COURSES

5.1 This option is only available to paid-up delegates.

5.2 If a delegate is unable to attend the course for which s/he is booked, within valid reason/s, the booking may be postponed to a later course, subject to meeting the requirements below:

- All requests for postponement of attendance must be in writing.
- A request to postpone attendance must be logged with the relevant Printing SA Chamber at least 72 hours before commencement of the original course.

5.3 No course refunds will be given.

5.4 Bookings may only be postponed once; thereafter, the booking and the course fee will be forfeited.

5.5 If a delegate falls ill, to the extent that they are unable to provide at least 72 hours' notice and cannot attend the session for which they have booked, a postponement of attendance may be permitted provided the following conditions are met:

- The course fees have already been paid in full.
- A valid medical certificate is presented.

In such an instance the delegate must submit a new booking for the next date on which the course stands to be presented together with proof of payment for the original course that was missed.

Should the above conditions not be met, no postponement will be permitted, and the course fee will remain due and payable.