

CANCELLATION AND REFUND POLICY

Eunice Marais Social Services

Effective date: 1 September 2026

This Cancellation and Refund Policy apply to training programmes, workshops and other services purchased through the Eunice Marais Social Services website.

1. Participant Cancellations

When a participant registers and pays for a training programme or workshop, a place is reserved for that participant.

Participant-initiated cancellations are generally non-refundable.

This means that, subject to any cancellation or refund rights required by South African law, we do not ordinarily provide refunds where a participant:

- changes their mind;
- is unable to attend;
- has a change in personal or professional circumstances;
- becomes unavailable;
- forgets about the training;
- is unable to attend because of illness; or
- otherwise chooses not to attend.

We encourage participants to check their availability carefully before registering.

2. Transfer to Another Training Date

Where possible, a participant may request that their registration be transferred to another available training date.

Any transfer:

- is subject to availability;
- must be requested in writing;
- is not guaranteed; and
- may only be granted at the discretion of Eunice Marais Social Services.

A transfer to another training date does not constitute a refund.

3. Cancellation by Eunice Marais Social Services

If **Eunice Marais Social Services** cancels a training programme, all registered participants who have paid for that training will receive a **full 100% refund** of the amount paid.

The refund will be processed using the original payment method where reasonably possible.

4. Postponement or Change of Training Date

If a training programme is postponed or moved to another date, participants will be notified as soon as reasonably possible.

Participants may attend on the rescheduled date.

If the participant cannot attend the rescheduled date, they may request a full refund.

5. Online Training

For online training, a participant's inability to access the training because of their own internet connection, device, software or other technical issue does not automatically qualify for a refund.

We will, where reasonably possible, assist participants with access-related issues.

If the problem is caused by a technical failure on our side that prevents the training from being delivered, we will make reasonable efforts to provide an alternative solution, including access to a replacement session where appropriate.

6. In-Person Training

Participants who register for an in-person training programme are responsible for attending at the specified venue, date and time.

Failure to attend does not automatically qualify for a refund.

Where possible, we may offer a transfer to another training date, subject to availability.

7. E-Guides and Digital Products

E-guides and other digital products may be sold through the website at a later stage.

The specific refund arrangements applicable to a digital product will be clearly displayed on the relevant product page before purchase.

Any statutory cancellation or refund rights applicable to the purchase will remain unaffected.

8. Refund Processing

Where a refund is approved, it will generally be processed through the original payment method.

Where Payfast is used to process the original payment, refunds may be processed through the Payfast payment system. Payfast provides functionality for merchants to issue full or partial refunds.

We will process an approved refund within a reasonable period. The time taken for the refund to reflect in the customer's account may depend on the payment provider or financial institution.

9. Statutory Rights

Nothing in this policy is intended to exclude, restrict or limit any cancellation, cooling-off, refund or other consumer rights that apply under South African law.

Where a statutory right applies, that right will take precedence over this policy.

10. How to Request a cancellation or Refund

All cancellation or refund requests must be submitted in writing to:

Email: training@eunicemarais.co.za

Please include:

- your full name;
- the name of the training or product purchased;
- the date of purchase;
- the date of the training, where applicable; and
- the reason for your request.

We will review the request and respond in accordance with this policy and applicable law.

11. Contact

Eunice Marais Social Services

Email: training@eunicemarais.co.za