

TERMS AND CONDITIONS

Eunice Marais Social Services

Effective date: 1 September 2026

These Terms and Conditions govern the use of this website and the purchase of training programmes, workshops and digital products offered by **Eunice Marais Social Services** ("we", "us", "our" or "Eunice Marais Social Services").

By registering for a training programme, workshop or purchasing a product through this website, you confirm that you have read, understood and agreed to these Terms and Conditions.

1. About Our Services

Eunice Marais Social Services provides professional training, workshops and educational resources. Training may be provided **online or in person**, depending on the particular programme.

Details regarding the content, format, date, time, duration, venue and/or online access arrangements will be provided on the relevant training or product page.

2. Registration and Payment

A place on a training programme or workshop is secured once registration has been completed and payment has been successfully received.

Payments are processed through our selected third-party payment provider, **Payfast**. Payment information is processed in accordance with the applicable payment provider's terms and security procedures.

All prices will be displayed in **South African Rand (ZAR)** unless otherwise stated.

3. Accuracy of Information

We make reasonable efforts to ensure that information published on this website, including training descriptions, dates, prices and other details, is accurate and up to date.

We reserve the right to make reasonable changes to training content, presenters, venues, dates, times or delivery methods where circumstances require.

Where a significant change is made to a training programme, registered participants will be notified as soon as reasonably possible.

4. Participant Cancellation

Places on our training programmes and workshops may be limited and are reserved for the registered participant once payment has been received.

As a general policy, payments are non-refundable where a participant voluntarily cancels their registration or is unable to attend the training.

This includes cancellation because of:

- a change in personal circumstances;
- a change in work circumstances;
- illness or other unforeseen circumstances;
- forgetting or being unable to attend;
- choosing not to attend; or
- any other participant-initiated reason.

Where appropriate, we may, at our discretion and subject to availability, allow a participant to transfer their registration to another available training date.

Any such transfer is subject to availability and is not guaranteed.

This policy does not exclude or limit any cancellation or refund rights that cannot lawfully be excluded under applicable South African legislation.

5. Cancellation or Postponement by Eunice Marais Social Services

We reserve the right to cancel or postpone a training programme where circumstances make this necessary.

If we cancel a training programme:

Participants who have paid for the cancelled training will receive a **100% refund of the amount paid for that training.**

If we postpone or change the date of a training programme:

Participants will be notified of the new date as soon as reasonably possible.

Participants may:

- attend the training on the rescheduled date; or
- where the new date is unsuitable, request a full refund.

6. Online Training

For online training, participants are responsible for ensuring that they have:

- a suitable internet connection;
- an appropriate device;

- the necessary software or applications required to access the training; and
- a suitable environment from which to participate.

Technical difficulties arising from a participant's own equipment, internet connection or software do not automatically entitle the participant to a refund.

Where reasonably possible, we will provide information or assistance regarding access to the online training.

7. In-Person Training

For in-person training, participants are responsible for arriving at the correct venue at the stated date and time.

Venue details and any relevant attendance information will be provided to registered participants.

Failure to attend an in-person training programme does not automatically entitle the participant to a refund.

8. Training Materials and Intellectual Property

All training materials, presentations, worksheets, handouts, guides, graphics, videos, recordings, written content and other materials provided by Eunice Marais Social Services remain the intellectual property of Eunice Marais Social Services and/or the applicable copyright owner, unless otherwise stated.

Training materials may not be:

- copied or reproduced;
- distributed or shared with third parties;
- uploaded to websites or social media;
- sold or commercially reproduced; or
- used to create derivative training materials

without prior written permission.

Participants may use materials supplied to them for their own personal or professional learning purposes, subject to these Terms and Conditions.

9. Educational Nature of Training

Our training is intended for educational, awareness and professional development purposes.

Training may include evidence-based information and professional perspectives. However, participation in a training programme does not create a therapeutic, social-work, legal, medical or other professional-client relationship between Eunice Marais Social Services and the participant unless expressly agreed separately in writing.

Participants remain responsible for determining how information provided during training should be applied to their own circumstances.

10. Confidentiality and Respect

Participants are expected to conduct themselves respectfully and appropriately during all training programmes.

Where personal, professional or sensitive information is discussed during a training session, participants are expected to respect the privacy and confidentiality of others.

Participants should not disclose identifying information about children, families, clients or other individuals during group discussions.

11. Limitation of Liability

We take reasonable steps to ensure that our training is delivered professionally and that information presented is appropriately supported.

However, Eunice Marais Social Services cannot guarantee any particular outcome from participation in a training programme.

To the extent permitted by law, we will not be liable for decisions, actions or outcomes arising from a participant's individual application of information provided during training.

Nothing in these Terms and Conditions excludes or limits any liability or consumer right that cannot lawfully be excluded or limited under South African law.

12. Future Digital Products and E-Guides

From time to time, Eunice Marais Social Services may offer digital products, including e-guides, through this website.

Specific information regarding the price, format, delivery method and applicable refund arrangements will be provided on the relevant product page.

Digital products may be protected by copyright and may only be used in accordance with the licence or usage terms communicated at the time of purchase.

13. Privacy and Personal Information

We collect and process personal information in connection with website use, registration, payment and delivery of our services.

Personal information will be handled in accordance with our **Privacy Policy** and applicable South African data-protection legislation, including the Protection of Personal Information Act 4 of 2013 (POPIA).

14. Consumer Rights

Nothing in these Terms and Conditions is intended to exclude, restrict or limit any right afforded to a consumer under applicable South African legislation.

Where a mandatory legal requirement provides a consumer with a cancellation, cooling-off, refund or other right, that legal requirement will take precedence over these Terms and Conditions.

15. Changes to These Terms and Conditions

We reserve the right to amend these Terms and Conditions from time to time.

The version published on the website at the time of registration or purchase will generally apply to that transaction, subject to any applicable legal requirements.

16. Governing Law

These Terms and Conditions are governed by the laws of the **Republic of South Africa**.

17. Contact

If you have any questions regarding these Terms and Conditions, please contact:

Eunice Marais Social Services

Email: training@eunicemarais.co.za