

## 1. Cancellation & Refund Policy: CFE Courses (10-day Preparation Course & 4-Day Review Course)

- 1.1. Attendees' costs are kept low by our cancellation policy. You must cancel your registration in writing before the start of the event due to financial obligations committed by AFRICA TA. Cancellations made within 14 days of the event's start date are subject to a cancellation fee of 50% of the cost of the CFE Courses. Any cancellations received less than 7 days before the start of the event will be subjected to a cancellation fee of 100% of the cost of the CFE Courses. For cancellations submitted on or after the start date of the CFE Courses, no refunds or credits will be issued. Those who do not cancel and do not show will be charged the whole registration fee.
- 1.2. If a participant cancels an event less than 7 days before the start of training, they will be liable to the full payment (100%) unless the reason for cancellation is one of the following:
  - 1.2.1. The death of a close family member (death certificate should be submitted)
  - 1.2.2. The participant suffers from a severe medical condition (e.g. Covid-19), which results in the participant no longer being able to participate in the course (a valid medical certificate should be submitted).
- 1.3. Following the death of a participant, if they passed before the start of the course, they will be awarded a full refund. Subject to the training materials (listed below) being returned in an excellent condition.
- 1.4. If a participant cancels on the grounds mentioned above, they will still be liable for all training materials received.
  - 1.4.1. Training materials include:
    - 1.4.1.1. ACFE International Fraud Manuals (Physical and Online) namely:
      - Financial Transactions and Fraud Schemes Manual
      - Law Manual
      - Investigation Manual
      - Fraud Prevention and Deterrence Manual
    - 1.4.1.2. CFE Preparation Course (Online Access)
- 1.5. Failing to claim a refund 14 days from cancellation will result in forfeiture of the refund.

## 2. Cancellation & Refund Policy: AFRICA TA Workshops/Short Courses.

- 2.1. Attendees' costs are kept low by our cancellation policy. You must cancel your registration in writing before the start of the event due to financial obligations committed by AFRICA TA. Cancellations made within 14 days of the event's start date are subject to a cancellation fee of 50% of the cost of the Workshop/Short Course. Any cancellations received less than 7 days before the start of the event will be subjected to a cancellation fee of 100% of the cost of the Workshop/Short Course. For cancellations submitted on or after the start date of the Workshop/Short Course, no refunds or credits will be issued. Those who do not cancel, and do not show will be charged the whole registration fee.
- 2.2. If a participant cancels an event less than 7 days before the start of training, they will be liable to the full payment (100%) unless the reason for cancellation is one of the following:
  - 2.2.1. The death of a close family member (death certificate should be submitted)
  - 2.2.2. The participant suffers from a severe medical condition (e.g. Covid-19), which results in the participant no longer being able to participate in the course (a valid medical certificate should be submitted).
- 2.3. Following the death of a participant, if they passed before the start of the course, they will be awarded a full refund. Subject to the training materials (listed below) being returned in an excellent condition.
- 2.4. If a participant cancels on the grounds mentioned above, they will still be liable for all training materials received.
- 2.5. Failing to claim a refund 14 days from cancellation will result in forfeiture of the refund.

## 3. Rescheduling:

- 3.1. A participant may only reschedule a course once.
- 3.2. Rescheduling of a course must be submitted in writing at least 7 days before the start of the course.
- 3.3. Should a participant wish to reschedule the course, the participant should attend the next course (usually within 2 months).
- 3.4. If a participant fails to attend the rescheduled course within the time frame stipulated above, will result in forfeiture of the full course fee.

## 4. Substitutions

Substitutions are welcome; however, AFRICA TA must be informed promptly in this regard. No substitutions will be permitted five (5) days before the event.

## 5. Quotations

- 5.1. Quotations are only valid for 7 (seven) days, if you have not requested an invoice within the 7 (seven) following the date of quotation issued, you will forfeit your booking/seat.
- 5.2. Should you wish to re-book, a new quotation will be issued- all prices are subject to change.
- 5.3. Take note that NO quotes will be issued 5 (five) days before the start of the CFE Courses, Short Courses, or Workshop, only invoices will be issued.

Please note that the cancellation policy will come into effect at the request of an invoice