



Business South Inc

Otago Chamber & Southern Employers

Business South Incorporated (“Business South”)

Cancellation, Transfer & Variation Policy (“Policy”) – Version 1.0

14 November 2023

1. Introduction

Business South appreciates that circumstances change and for unforeseen reasons an attendee may not be able to participate in events or training. Please appreciate that with all Business South events and training there is a significant amount of pre-event activity undertaken by our team. These activities incur time, resources and financial commitments. The following Policy represents our commitment to the business community and our members to be flexible where able and accommodating if appropriate. By making or requesting a booking either online or directly, you are agreeing to this Policy and its terms.

2. Training & Events

- 2.1. Cancellations or transfer requests must be advised in writing at least ten full working days prior to the date of the training session. All cancellation and transfer requests must be made in writing to training@business-south.org.nz at least ten working days prior to event date.
- 2.2. All cancellation or transfer requests made at least ten working days prior to the training session or event date will incur an administration fee of 30 percent of the total booking fee.
- 2.3. Where written cancellation notice is not received at least ten working days prior to the training session or event commencing, or a participant fails to show on the day, total booking fees will be invoiced.

3. Alternative attendees

- 3.1. If an attendee is unable to attend an event or training course an alternative attendee is welcome to attend the event with prior written notice. We requested three working days’ notice of any changes to training@business-south.org.nz; and
- 3.2. Please note that in some instances, attendee specific provisions may have been specified in the original booking and alternatives may not be possible for the alternative attendee.

4. Variations

- 4.1. Should an event or training course fail to attract the minimum number of participants; Business South reserves the right to cancel. In such circumstances Business South offers the following alternative arrangements at the time of cancellation:
 - a. Transfer to the next available course within the region; or
 - b. Alternative online options for delivery where available and appropriate, given the content and style of training; or
 - c. Provide an alternative online option for delivery where appropriate, given the content and style of presentation; or
 - d. Refund of the booking fee.
- 4.2. Business South reserves the right to add, reschedule or substitute speakers and/or vary advertised programs, prices and venues.
- 4.3. Business South shall not be liable for any delay or failure to perform any of its obligations if the delay or failure results from events or circumstances outside its reasonable control, including but not limited to acts of God, health notice or any other Government restriction, accidents, fire, breakdown of plant or equipment.