

Organiser Event Policy

This policy applies to all Organiser-managed and/or Organiser-supported events, including conferences, forums, exhibitions, and sponsorship programmes such as Global SME Forums - Africa Edition.

1. Registration & Payment Terms

All registrations, delegate passes, exhibition packages, and sponsorships are confirmed upon receipt of full payment. Invoices must be settled within **30 days** unless otherwise specified. Certain special offers or late-cycle registrations may require **credit-card-only** payment. All prices are quoted exclusive of VAT.

2. Delegate Cancellations & Refunds

Standard Refund Policy (All Organiser Events)

- **30+ days before event:** 60% refund
- **15–29 days before event:** 30% refund
- **Less than 15 days:** No refund

All cancellation requests must be submitted in writing to info@gtourtravel.com | info@millvest.co.za

Administrative Fee Schedule (Event-Specific)

For events with fixed administrative fee structures (e.g., Global SME Forums – Africa Edition):

- **Before 30 September 2026:** 20% administration fee
- **30 September – 8 October 2026:** 50% administration fee
- **After 8 October 2026:** No refund

Special sale offers (50% or 30% discounts) are **non-refundable** from the time of booking.

3. Non-Attendance

Delegates who do not attend and have not cancelled remain liable for **100%** of the invoiced amount. No refunds or credits apply.

4. Delegate Substitutions & Name Changes

Substitutions are permitted **free of charge**. Requests must be submitted at least **48 hours** before the event (or **1 week** for certain conferences). Name changes for Global SME Forums may be submitted to info@gtourtravel.com | info@millvest.co.za

5. Sponsorships & Exhibition Packages

Due to production, branding, venue and other third party supplier commitments:

- **No refunds** apply once sponsorship or exhibition packages are confirmed and invoiced.
- If Organiser adjusts event dates or venue, sponsors/exhibitors will receive **equivalent value** at the rescheduled event.

In the event of any delay in payment of Sponsorship Fees, an additional administrative and collection charge of 7% shall automatically apply to the outstanding amount, calculated from the date the payment became due.

6. Programme Adjustments

Organiser may update speakers, sessions, venues, or programme elements as required. Such changes **do not constitute grounds for refunds**.

7. Force Majeure

Events outside Organiser's control include severe weather, natural disasters, public health emergencies, government restrictions, security incidents, venue disruptions, or other crises.

If an event is postponed due to force majeure:

- Tickets may be transferred to the rescheduled dates at no cost.
- Tickets may be transferred to a colleague at no cost.
- If transfer is not suitable, a refund may be issued subject to a **€50 administrative fee** (where applicable).

If an event is cancelled due to force majeure:

Delegates may receive:

- A full credit toward a future Organiser event, **or**
- A partial refund at Organiser's discretion, depending on committed costs.

8. Event Cancellation by Organiser (Non-Force Majeure)

If Organiser cancels an event for reasons not related to force majeure:

- Delegates receive a **full refund**.
- Sponsors/exhibitors receive a **full credit or refund** based on contractual terms.

Refunds are processed within **14 business days** via the original payment method.

9. Ticket Usage & Resale Restrictions

Tickets are for personal or organisational use only and **may not be resold** or used for promotions or competitions. Organiser reserves the right to cancel tickets purchased by individuals or entities reasonably believed to be associated with ticket brokers or touts.

10. Photography & Videography

Organiser events may include photography and videography of sessions, interviews, and event highlights. Consent is required for presentation recordings and interview footage. General event photography does not require express consent for individuals incidentally captured. If an attendee requests not to be included in a shot, Organiser will normally comply unless editorially justified.

11. Code of Conduct

All attendees must adhere to Organiser's professional conduct standards. Organiser may substitute alternative arrangements of comparable value if programme changes are required.

12. Communications & Data Sharing

By registering, attendees agree to receive event and community updates. For Global SME Forums, attendee lists (Name, Company, Country only) may be shared with Forum Sponsors one week before the event. If an attendee's badge is scanned, their contact details may be shared with exhibitors or partners.

13. Changes by Organiser

Organiser reserves the right to alter or cancel part or all of an event due to circumstances beyond its control, including extreme weather, natural disasters, civil unrest, terrorism, fire, flood, or health-related crises. Organiser may adjust pricing at any time.

Contact

For all event-related queries, please contact: info@gtourtravel.com | info@millvest.co.za