



REGISTRATION CANCELLATION & REFUND POLICY

Event: World Indigenous Tourism Summit (WITS) 2027

Summit Dates: 20–23 April 2027

Location: Johannesburg, South Africa

Organiser: Rendzo Management

1. DEFINITIONS

Term	Meaning
"Organiser"	Rendzo Management.
"Summit"	The World Indigenous Tourism Summit (WITS) 2027.
"Delegate"	A person registered and paid to attend the Summit.

2. GENERAL

All cancellation requests must be submitted in writing to the WITS 2027 Project Lead at nokwanda@rendzonetwork.africa

The date on which the written cancellation is received determines the applicable refund.

2.1 Delegate Cancellation

Unless otherwise required by applicable law:

Cancellation received	Refund of registration fee
On or before 31 January 2027	75%
1–28 February 2027	50%
1–31 March 2027	25%
From 1 April 2027 onwards	No refund

The non-refundable portion represents, among other things, administrative costs and commitments already incurred by the Organiser. Cancellation charges will be applied reasonably and subject to applicable law.

Refund percentages are inclusive of VAT.

2.2 Non-Attendance

No refund will ordinarily be provided where a Delegate:

- Does not attend the Summit; Non-attendance does not constitute cancellation.
- Arrives after the relevant programme has commenced;
- Leaves the Summit before completion; or
- Fails to notify the Organiser of their cancellation within the applicable cancellation period.



2.3 Refund Processing

Approved refunds will be processed within 30–60 business days after approval of the refund request, subject to payment-provider and banking procedures.

Refunds will ordinarily be made to the original payment method. International bank charges, transaction fees and currency conversion costs may be deducted where applicable.

2.4 Exceptional Circumstances

The Organiser may, at its discretion and subject to applicable law, consider refund requests arising from exceptional circumstances. Supporting documentation will be required. Approval of one exceptional refund does not create an obligation to approve future requests.

2.5 Event Postponement or Cancellation by the Organiser (Force Majeure)

Where circumstances beyond the Organiser's reasonable control (including natural disaster, pandemic, war, civil unrest, or government action) prevent the Summit from proceeding as planned, the Organiser may postpone the Summit, offer a credit toward a future event, or issue a refund less costs already incurred. The Organiser will notify Delegates as soon as reasonably practicable. No further compensation will be payable.

3. REGISTRATION SUBSTITUTIONS

A Delegate who is unable to attend may request that their registration be transferred to another eligible person. Substitution requests must:

- Be submitted in writing;
- Be received by 10 April 2027, unless otherwise approved;
- Include the replacement Delegate's full details; and
- Be approved by the Organiser.

The replacement Delegate must satisfy any applicable registration requirements. Once a substitution has been approved, the original Delegate will no longer be entitled to a refund.

4. GOVERNING LAW

This Policy is governed by the laws of the Republic of South Africa.