

CONGRESS COSTS:

Complete payment is required at the time of order or booking. Early Bird rates apply only if booking and payment are made by February 28, 2025.

Early Bird Early Bird Payment Rate - valid till 28 February 2025

Sharing delegate: R57 670

Single delegate: R65 000

Full Rate – applicable from 1 March 2025

Sharing delegate: R64 360

Single delegate: R71 440

TERMS AND CONDITIONS

Please note that relevant Terms and Conditions will apply to bookings and the purchase of services via the website or by other means.

The provider is the South African Nursery Association (PO Box 514, Halfway House, 1685)

1. Introductory Provisions

These Terms and Conditions of the provider govern the process of concluding the contract and the reciprocal rights and obligations of the parties arising from a provision of accompanying services for participants of the International Garden Centre Association (IGCA) Congress, South Africa (Cape Town) from 19 – 24 October 2025 (the Congress) and the provider.

These Terms and Conditions, as well as the Congress and Services, are intended exclusively for Individuals/companies that are members of IGCA through membership of their respective national association (which in turn is a member organization of IGCA) (the customer) and Friends of IGCA and not for the general public. The general public are not entitled to use the website to purchase services but may contact the provider at their address or email address to request an individual offer of the services.

The Provider offers the Services to the Customers as participants of the Congress, consisting mainly of:

1. Providing accommodation during the Congress;
2. Providing transport within the Congress;
3. Providing food at the Congress;

(Hereinafter, Services). Services may also be provided to Customers by third parties through which the Provider ensures the provision thereof.

The provisions of these Terms and Conditions form an integral part of the Provision of Services Contract (the contract).

2. Conclusion of the Contract

To conclude the Contract within the purchasing process, the Customer shall first select the service which he/she wishes to order and the required range thereof, all according to the provider's current offer available.

VAT at the prevailing rate is included in the prices. If the South African Government changes the vat rate, levies any new and applicable taxes, SANA reserves the right to charge any additional amount that may be due as a result of the change(s).

The customer should complete all sections required on the booking form. The information provided is necessary to complete the transaction and to enable SANA to provide the service(s) ordered. This information will be held securely and not passed to any third party except for when there is a need to do so to provide the service ordered. Customers need to consent to this and do so by agreeing to the terms and conditions.

A summary of the order placed and cost will be provided for the customer to check before payment is processed. Before making the payment the customer must agree to the terms and conditions contained within his document.

The customer will be directed to the nominated payment gateway/portal to complete the booking, Payment, in full, must be made at the time of the booking. An official invoice will be issued by SANA within 30 working days.

An acknowledgement of receipt of the booking will be emailed to the address provided after payment has been made. SANA will review the booking and, once satisfied that terms and conditions required of the purchaser have been met, will issue a booking confirmation to complete the contract. Usually, this will be within 14 working days, but this cannot be guaranteed. The contract is not in place until the order is confirmed.

3. Other provisions

Any additional requests for changes or cancellation of an order may be sent by the customer to the provider at gerdie@sana.co.za. However, the provider is not obliged to comply with such requests. Costs incurred by a customer for any means of communication related to the conclusion of the contract shall be borne by the Customer.

By sending the order (booking), the Customer grants the Provider his/her consent to the processing of his/her personal data, which he/she completes for the purpose of making the order, according to the provisions of the General Data Protection Regulations. The data will be processed solely for the purposes of performance of the contract and provision of the services, and only for the purpose of providing the services will the provider transmit the data to third parties but only to such third parties which ensure provision of the services for the provider. The customer is entitled to withdraw consent to the processing of personal data at any time by a registered letter or an email with a guaranteed electronic signature sent to the registered address of the provider.

The Contract shall be governed by and construed in accordance with the Laws of South Africa. Unless any alternative dispute resolution procedure is agreed upon between the provider and customer, they agree to submit to the exclusive jurisdiction of the courts of South Africa in respect of any dispute arising out of or under this Contract.

3. Delegate Cancellation Policy

Full payment must be made when placing the order or booking. All transactions will be made in Rands (R). If the customer chooses to cancel, for whatever reason, the following will apply and the amount indicated below withheld from any refund due:

Full payment must be made when placing the order or booking. All transactions will be made in South African Rand. If you wish to cancel, for whatever reason, the following cancellation terms will apply and the amount indicated below withheld from any refund due:

Before 31 December 2024	:	No fee applicable
Before 28 March 2025	:	25%
From 20 March – 28 April 2025	:	50% of total registration fee
From 29 April – 23 July 2025	:	90%
After 23 July 2025	:	100% of total registration fee

**A 10% surcharge will apply to suppliers and delegates who are not members of IGCA.
The minimum age for participation is 18 years.**

Changing the name of the person registered to attend is free before **23 July 2025**. After this date, the registered name may be changed but a fee will be charged. If the delegate cancels, a refund cannot be given.

If you make any accommodation booking independently, and/or outside of the dates of the Congress, you are responsible for cancelling this separately. The South African Nursery Association does not take responsibility for any financial penalties you may incur.

All delegates are responsible for checking visa entry requirements for South Africa - we strongly recommend you check on a regular basis for any change for the entry formalities in South Africa.

If a delegate books a place and is subsequently unable to obtain the necessary Visa, the above cancellation fees will apply.

TRAVEL & MEDIAL INSURANCE

We advise delegates to obtain appropriate insurance to cover travel, medical, and associated expenses. Medical expenses will be the responsibility of the delegate, and SANA bears no responsibility for any medical costs.

Insurance to cover any costs incurred by delegates in the event of Congress cancellation is also recommended. SANA and the organising committee bear no responsibility for Congress costs or other expenses incurred by delegates due to circumstances beyond our control.

CANCELLATION OF CONGRESS

If applicable, a final decision on the Congress will be made by 1 June 2025. If cancellation is necessary before this date due to COVID-19, we will refund all Congress fees paid, minus an administration fee of R500 per delegate.

If the Congress proceeds and you are unable or unwilling to attend (whether due to COVID-19 or other reasons), no refunds will be issued after 31 July 2025.