

## **Terms And Conditions**

### **Detailed description of goods and/or services**

DeafSA is a non-profit organisation registered in terms of the Non-Profit Organisation Act (Act 71 of 1997) and, in terms thereof, may enter into agreements in its own name, and all actions at law against DeafSA shall be directed against DeafSA in its own name and all actions instituted by DeafSA shall be instituted in its own name. DeafSA is affiliated to World Federation of the Deaf.

The WFD Organising Committee South Africa (WFDOCSA) is responsible of organising the 16<sup>th</sup> Congress of the World Federation of the Deaf and the Youth Camp on WFD's behalf. The 16<sup>th</sup> Congress of the World Federation of the Deaf will be held in Durban between the 14<sup>th</sup> and the 28<sup>th</sup> of July 2011.

### **Delivery policy**

Subject to availability and receipt of payment, requests will be processed within 24 hours and collection can be made at the designated registration booth during the course of the Congress. International participants, produce your passport at the registration booth. South Africans, please produce either Identity Document (ID book) or Passport. The bookings will be confirmed via email.

### **Return and Refunds policy**

The provision of goods and services by the WFDOCSA is subject to availability.

### **Registration cancellation**

Cancellations and/or substitutions must be submitted in writing to [registration@wfd2011.com](mailto:registration@wfd2011.com)

Cancellations received by **05 March 2011** will not be charged a fee.

Cancellations received from **05 March 2011** to **05 May 2011** will be charged a processing fee of **R1000**.

Cancellations received after **05 May 2011** will not be eligible for a refund.

The cancellations will be processed within 30 days.

### **Customer privacy policy**

The WFDOCSA shall take all reasonable steps to protect the personal information of users. For the purpose of this clause, "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be downloaded from: [http://www.polity.org.za/attachment.php?aa\\_id=3569](http://www.polity.org.za/attachment.php?aa_id=3569)

### **Payment options accepted**

Payment may be made via Visa, MasterCard, Diners or American Express credit cards or by bank transfer into the WFDOCSA bank account, the details of which will be provided on request.

### **Credit card acquiring and security**

Credit card transactions will be acquired for the WFDOCSA via PayGate (Pty) Ltd who are the approved payment gateway for ABSA South Africa. PayGate uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no credit card details are stored on the website. Users may go to [www.paygate.co.za](http://www.paygate.co.za) to view their security certificate and security policy.

### **Customer details separate from card details**

Customer details will be stored by the WFDOCSA separately from card details which are entered by the client on PayGate's secure site. For more detail on PayGate refer to [www.paygate.co.za](http://www.paygate.co.za)

### **Organisation country and transaction currency**

The organisation country at the time of presenting payment options to the cardholder is South Africa. Transaction Currency is South African Rand (ZAR).

### **Responsibility**

The WFDOCSA takes responsibility for all aspects relating to the transaction including sale of goods and services sold on this website, customer service and support, dispute resolution and collection of goods.

### **Country of domicile**

This website is governed by the laws of South Africa and the WFDOCSA chooses as its domicilium citandi et executandi for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature.

### **Variation**

WFDOCSA may, in its sole discretion, change this agreement or any part thereof at any time without notice.

### **Organisation information**

This website is run by the WFDOCSA of DeafSA (non-profit Organisation) based in South Africa and Honorable Dr. Wilma Newhoudt-Druhen is president of the WFD Organising Committee.

### **WFDOCSA (DeafSA) contact details**

**Support** : [secretariat@wfd2011.com](mailto:secretariat@wfd2011.com)

**Support**: +27 (0)11 4821610

Physical address

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