

CIF General Booking Terms and Conditions

Cancellation by Client

The client refers to the company making the booking on behalf of their employees.

If the client has registered an employee for any of the courses offered by the Construction Industries Federation of Namibia (CIF), and the client or the employee must cancel their registration, the client must notify the CIF at least 15 working days (three weeks) before the scheduled training, to ensure full reimbursement of the registration fee.

For any cancellation notice received 14 working days or less before the scheduled training, the fee assessed will be equal to 100% (fifty per cent) of the full registration fee for the course, per delegate.

Please note that the CIF has to adhere to this very strict cancellation policy as no-shows or late cancellation will lead to losses for the CIF and would prevent other potential trainees from participating. All cancellation notices must be sent per e-mail to training@cifnamibia.com . The name & dates of the course you are cancelling must be provided, as well as the full details of the registrant/s.

Cancellation by the CIF

The Construction Industries Federation of Namibia (CIF) reserves the right to cancel or reschedule prior to the course taking place, in case there is an insufficient number of participants. In this case, the CIF will refund in full any payment made for the scheduled training. Though, please take note, in this instance, the CIF cannot be held responsible for any other costs or any other losses.

As the CIF relies on third party trainers, the CIF also reserves the right to cancel a course without any prior notice, in the event of unforeseen circumstances regarding unavailability of the trainer. In this event of cancellation by the CIF, any payment made for the scheduled training will be refunded in full. In this case, the CIF will also reimburse related transportation cost and accommodation expenses for one night.

Payment

Settlement is required 7 days prior to the date of training. Invoices are only sent out following a predetermined amount of bookings having been received. Kindly note that no payments are to be made prior to the receipt of an invoice by the client.