

WOUNDCARE ASSOCIATION
OF SOUTH AFRICA

Events Terms & Conditions

Master terms for conferences, congresses, workshops, webinars, exhibitions and training events

Document owner	Woundcare Association of South Africa (WCASA)
Version	1.0
Effective date	20 August 2026
Applies to	Delegates, attendees, speakers, exhibitors, sponsors, guests and online participants, as applicable
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IMPORTANT These terms form a binding agreement when a person registers for, pays for, accepts an invitation to, accesses or attends a WCASA Event. Event-specific information shown on the registration page, invoice, programme or confirmation email forms part of these terms.

1. Definitions and interpretation

- 1.1 "Attendee" means any delegate, participant, guest, speaker, facilitator, sponsor representative, exhibitor, contractor or other person who registers for, accesses or attends an Event.
- 1.2 "Event" means any in-person, hybrid or virtual conference, congress, workshop, webinar, course, exhibition, networking function or related activity organised, hosted or administered by WCASA.
- 1.3 "Event Materials" means presentations, recordings, manuals, handouts, course notes, photographs, graphics, software, links and other content supplied or made available in connection with an Event.
- 1.4 "Event Information" means the event page, invitation, booking form, programme, invoice, confirmation email and any written event-specific notice issued by WCASA.
- 1.5 "WCASA" means the Woundcare Association of South Africa, acting through its authorised officers, employees, contractors or appointed event organiser. WCASA's full legal entity and contact particulars must appear in the Event Information.
- 1.6 If these terms conflict with mandatory law, that law prevails. If Event Information expressly varies these terms, the Event Information prevails only for that Event and only to the extent of the stated variation.

2. Acceptance and eligibility

- 2.1 By submitting a registration, making payment, accepting an invitation, entering an Event venue or accessing a virtual Event platform, the Attendee confirms that they have read and accepted these terms.
- 2.2 A person registering on behalf of another person or organisation warrants that they are authorised to do so and must ensure that each Attendee receives these terms.
- 2.3 Unless otherwise stated, Attendees must be at least 18 years old. A minor may attend only with WCASA's prior written approval and the consent and supervision required by law.
- 2.4 WCASA may set reasonable eligibility, professional-registration, prerequisite or capacity requirements for an Event. Evidence may be requested where necessary.

3. Registration and confirmation

- 3.1 Registrations are subject to availability and are not confirmed until WCASA issues written confirmation and, for paid Events, receives cleared payment or approves written credit terms.
- 3.2 The Attendee must provide complete and accurate registration details and promptly notify WCASA of changes. WCASA is not responsible for consequences arising from incorrect information supplied by the Attendee.
- 3.3 Tickets, access links, name badges and credentials are personal and may not be shared, copied, resold or transferred except under clause 6.
- 3.4 WCASA may correct genuine pricing, programme or administrative errors before confirmation. If a material error is discovered after payment, WCASA will offer the Attendee the corrected booking or a refund of the affected fee.

4. Fees, taxes and payment

- 4.1** Fees are stated in South African rand and include VAT only where the Event Information expressly says so. The Attendee is responsible for bank charges, travel, accommodation, visas, insurance, meals and other costs unless expressly included.
- 4.2** Payment is due by the stated deadline. WCASA may release an unpaid reservation after giving reasonable notice or refuse access while an amount remains overdue.
- 4.3** Discounts, bursaries and promotional codes are subject to their stated conditions, availability and verification. They cannot be exchanged for cash or combined unless WCASA agrees in writing.
- 4.4** Where an employer or other third party is invoiced, the Attendee and the person placing the booking remain responsible for ensuring payment, subject to applicable law and any written agreement with WCASA.

5. Attendee cancellation and refunds

- 5.1** An Attendee may cancel by written notice to the contact stated in the Event Information. The effective date is the date on which WCASA receives the notice.
- 5.2** Subject to clauses 5.3 to 5.6 and the Consumer Protection Act 68 of 2008 (CPA), WCASA may deduct a reasonable cancellation charge that reflects the notice period, the likelihood of filling the place, non-refundable commitments and the nature of the Event.

Notice received before Event	Ordinary refund guideline	Administration / cancellation charge
30 or more calendar days	100% of fee paid	Up to 10%
15-29 calendar days	75% of fee paid	Up to 25%
7-14 calendar days	50% of fee paid	Up to 50%
Fewer than 7 days or non-attendance	No ordinary refund	Up to 100%, subject to reasonableness and law

- 5.3** The table is a guideline, not an automatic forfeiture. WCASA will assess a reasonable charge in the circumstances and will not impose a charge prohibited by the CPA. Any more favourable Event-specific refund terms will apply.
- 5.4** No cancellation fee will be charged where the cancellation results from the death or hospitalisation of the person for whose benefit the booking was made, to the extent required by section 17 of the CPA. WCASA may request reasonable supporting evidence.
- 5.5** Any statutory cooling-off or cancellation right arising from direct marketing or an electronic transaction remains unaffected. Where legally applicable, it overrides inconsistent wording in these terms.
- 5.6** Approved refunds will be made to the original payer and, ordinarily, by the original payment method within 15 business days after approval or within any shorter period required by law. WCASA may first deduct lawful amounts due.

6. Substitutions and transfers

- 6.1** A booking may be transferred to a suitable substitute without charge if WCASA receives written notice at least 2 business days before the Event and any eligibility requirements are met.
- 6.2** A late substitution may be accepted at WCASA's discretion and may attract a reasonable administrative charge disclosed before acceptance.
- 6.3** A booking cannot be transferred to another Event or future date unless WCASA agrees in writing.

7. Changes, postponement and cancellation by WCASA

- 7.1** WCASA may reasonably change the programme, format, platform, venue, date, time, speaker or facilitator where operational, safety, clinical, legal or circumstances beyond its reasonable control require it. WCASA will notify registered Attendees as soon as reasonably practicable.
- 7.2** If an Event is postponed, the booking will transfer to the rescheduled Event. An Attendee who cannot attend the new date may request a refund of the Event fee within the period stated in the postponement notice.
- 7.3** If WCASA cancels an Event and does not offer a substantially equivalent alternative accepted by the Attendee, WCASA will refund the Event fee paid for the cancelled Event.
- 7.4** Except where law requires otherwise, WCASA is not responsible for travel, accommodation, visa, time, loss of earnings or other third-party costs. Attendees should use flexible bookings and obtain appropriate insurance.
- 7.5** A failure or delay caused by events beyond reasonable control - including severe weather, fire, flood, epidemic, public-health measure, civil disturbance, labour action, utility or platform failure, venue unavailability or governmental restriction - will be managed fairly under clauses 7.1 to 7.4 and applicable law.

8. Attendance, access and accessibility

- 8.1** Attendees must comply with reasonable venue, platform, security, infection-prevention, health-and-safety and emergency instructions.
- 8.2** An Attendee requiring disability access, dietary accommodation or other reasonable support should notify WCASA by the date stated in the Event Information. WCASA will make reasonable efforts to accommodate requests but cannot guarantee late or third-party-dependent arrangements.
- 8.3** For virtual Events, the Attendee is responsible for a compatible device, software, internet connection and private viewing environment. WCASA will use reasonable efforts to restore access after a failure within its control.
- 8.4** Attendance times may be recorded for security, certification, CPD and quality-assurance purposes.

9. Professional education, CPD and clinical disclaimer

- 9.1** Unless expressly stated, an Event is for general professional education and information. It does not constitute diagnosis, treatment, prescribing advice, a clinical consultation or a substitute for an Attendee's independent professional judgement.

- 9.2** Clinical content may discuss products, techniques, patient scenarios or off-label uses. Attendees must independently verify indications, contraindications, evidence, manufacturer instructions, regulatory status, scope-of-practice rules and patient-specific considerations before application.
- 9.3** Views expressed by speakers, sponsors or exhibitors are their own and do not necessarily represent WCASA. Sponsorship, exhibition or product reference is not an endorsement unless WCASA expressly states otherwise.
- 9.4** Where an Event is advertised for continuing professional development (CPD), points or certificates are subject to the applicable accrediting body's rules, verified registration, required attendance, participation and completion of evaluations. WCASA cannot award points where those conditions are not met.
- 9.5** Attendees must provide accurate professional-registration details. Certificates may be corrected, withheld or withdrawn if information or attendance records are inaccurate.

10. Conduct and safeguarding

- 10.1** WCASA is committed to a respectful, inclusive and professionally appropriate environment. Harassment, discrimination, intimidation, violence, unsafe conduct, disruption, unlawful activity and unauthorised commercial solicitation are prohibited.
- 10.2** Patient confidentiality must be protected. An Attendee may not disclose identifiable patient information, images or case details without a lawful basis and all required consents. Case discussions should be appropriately de-identified.
- 10.3** An Attendee must not photograph or record patients, demonstrations, presentations or other Attendees where prohibited or without required permission.
- 10.4** WCASA may investigate conduct concerns and take proportionate action, including a warning, removal of content, restricted access or removal from the Event. Where immediate safety, dignity or legal compliance requires removal, no refund is due to the extent permitted by law.
- 10.5** Concerns may be reported confidentially to the Event lead or to [conduct/safeguarding email]. Retaliation against a good-faith reporter is prohibited.

11. Speakers, exhibitors and sponsors

- 11.1** Speakers must ensure their content is accurate to the best of their knowledge, appropriately referenced, respectful of confidentiality and lawful to present. Relevant financial, commercial and professional conflicts must be disclosed.
- 11.2** Exhibitors and sponsors must remain within allocated areas and packages, comply with applicable advertising, medicines, medical-device, consumer and professional rules, and avoid misleading claims or undue influence.
- 11.3** Exhibition and sponsorship arrangements may also be governed by a separate agreement. If it conflicts with these terms, the separate signed agreement prevails for that exhibitor or sponsor.

12. Intellectual property and permitted use

- 12.1** Event Materials and Event branding are protected by intellectual-property law and remain owned by WCASA, the relevant speaker, sponsor, publisher or licensor.

- 12.2** Unless otherwise stated, WCASA grants a registered Attendee a limited, non-exclusive, non-transferable right to use supplied Event Materials for personal professional learning only.
- 12.3** Without prior written permission, an Attendee may not record, reproduce, distribute, sell, upload, livestream, train an artificial-intelligence system on, remove notices from, or commercially exploit Event Materials.
- 12.4** Brief quotations may be used where permitted by law, with accurate attribution and without misrepresenting the speaker or WCASA.

13. Photography, filming and recordings

- 13.1** WCASA may photograph, film or record an Event for education, reporting, archival and promotional purposes. WCASA will provide reasonable notice by registration wording, signage, announcements or platform notices.
- 13.2** Where consent is the applicable lawful basis, an Attendee may decline identifiable promotional use by notifying [privacy/events email] before the Event and, where practical, identifying themselves at registration. WCASA will provide reasonable no-film or seating arrangements where feasible.
- 13.3** WCASA will not intentionally publish sensitive clinical or patient information captured at an Event without an appropriate lawful basis and required consent.
- 13.4** Attendees may take limited personal photographs only where the chair, speaker, venue and subjects permit it. Flash, obstruction, confidential content and recording of restricted sessions are prohibited.

14. Privacy and personal information

- 14.1** WCASA processes personal information in accordance with the Protection of Personal Information Act 4 of 2013 (POPIA), its privacy notice and other applicable law.
- 14.2** Information may be processed to administer registration and payment; communicate about the Event; provide access; manage safety, dietary and accessibility needs; verify attendance; issue certificates or CPD records; prevent fraud; resolve complaints; meet legal duties; and improve future Events.
- 14.3** WCASA may share necessary information with contracted event organisers, venues, payment providers, virtual-platform providers, CPD/accreditation bodies, insurers, professional advisers and authorities where lawful. Service providers must be subject to appropriate confidentiality and data-protection duties.
- 14.4** An attendee list will not be supplied to sponsors for their independent marketing without an appropriate lawful basis, notice and, where required, consent. Badge scanning or lead capture must be voluntary and clearly explained.
- 14.5** Marketing choices are separate from essential Event administration. An Attendee may opt out of direct marketing at any time without affecting the current booking.
- 14.6** Personal information will be retained only for as long as reasonably necessary for the relevant purpose, legal obligations, accreditation records and legitimate dispute-management needs, and will then be securely deleted or de-identified.

- 14.7** Requests for access, correction, deletion, objection or information about processing may be sent to WCASA's Information Officer at [privacy email / physical address]. Rights are subject to POPIA and other applicable law. A person may also complain to South Africa's Information Regulator.
- 14.8** Where a virtual platform or service provider processes information outside South Africa, WCASA will use an appropriate lawful mechanism and reasonable safeguards as required by POPIA.

15. Health, safety and personal property

- 15.1** Attendees must take reasonable care for their own safety and that of others, disclose urgent accessibility or emergency needs where appropriate, and follow emergency and infection-prevention procedures.
- 15.2** Practical demonstrations may involve clinical equipment or products. Participation is voluntary unless stated otherwise and must remain within the Attendee's competence and the facilitator's safety directions.
- 15.3** Attendees remain responsible for personal belongings. Lost property will be handled under the venue's or WCASA's reasonable procedure.

16. Liability

- 16.1** Nothing in these terms excludes or limits liability that cannot lawfully be excluded or limited, or any right or remedy under the CPA or other applicable law.
- 16.2** Subject to clause 16.1, WCASA is responsible for direct loss caused by its breach of contract or negligent act to the extent reasonably foreseeable and proven.
- 16.3** To the extent permitted by law, WCASA is not liable for indirect or consequential loss, loss of profit, opportunity or data, clinical decisions made independently by an Attendee, third-party statements or services, or events outside WCASA's reasonable control.
- 16.4** Any limitation will be interpreted and applied fairly, reasonably and in plain language, having regard to sections 48 and 49 of the CPA. Any risk, indemnity or limitation requiring specific notice must also be drawn to the Attendee's attention at the appropriate time.

17. Complaints and disputes

- 17.1** Questions or complaints should first be sent to [events/complaints email] within a reasonable time, with the Event name, booking reference and relevant details. WCASA will acknowledge and seek to resolve the matter fairly.
- 17.2** If unresolved, either party may propose good-faith mediation before litigation. This does not prevent urgent court relief or the exercise of a statutory consumer or privacy remedy.
- 17.3** An eligible consumer may approach the National Consumer Commission, a provincial consumer authority, an applicable ombud or consumer court. Privacy complaints may be referred to the Information Regulator.

18. Electronic communications

- 18.1** The Attendee agrees that registration records, confirmations, invoices, notices and acceptances may be created and communicated electronically, consistently with the Electronic Communications and Transactions Act 25 of 2002.
- 18.2** Event notices will be sent to the email address or mobile number supplied at registration and are deemed received when capable of being retrieved, subject to applicable law. The Attendee must keep contact details current and check spam or junk folders.

19. General

- 19.1** These terms, together with the Event Information and any signed event-specific agreement, constitute the agreement relating to the booking.
- 19.2** No failure or delay in enforcing a right is a waiver. A waiver must be in writing and applies only to the stated instance.
- 19.3** If a provision is invalid or unenforceable, it will be limited or severed to the minimum extent necessary, without affecting the remaining provisions.
- 19.4** The Attendee may not transfer rights or obligations except as allowed by clause 6. WCASA may appoint service providers but remains responsible for its own obligations under applicable law.
- 19.5** WCASA may update these master terms for future Events. The version accepted at registration applies to the relevant booking unless a change is required by law or is expressly accepted by the Attendee.
- 19.6** South African law governs these terms. Subject to statutory rights and jurisdiction rules, the parties submit to the courts of South Africa.

20. Event-specific schedule

Complete or publish the following information for each Event. If a field is not applicable, mark it accordingly.

Event detail	Information to publish
Event name	The Great Gatsby 4Change Fundraiser
Date and time	8th September 2026 at 6pm - 9pm
Venue / platform	Live Event Dinner at the Owners Office
Organising legal entity	Wound Care Association of South Africa
Registration contact	076180531
Privacy / Information Officer	N/A
Fee and VAT status	Event Fee R920.00
What the fee includes	3 course a Welcome Drink and Live Entertainment

Event detail	Information to publish
Payment deadline	6th of September 2026
Event-specific cancellation terms	See T/C's
Accessibility / dietary deadline	6th of September 2026

Legislative reference note

This document has been drafted with reference to the following South African legislation, as amended from time to time:

- Consumer Protection Act 68 of 2008, including advance bookings, fair terms, plain-language notice and statutory remedies.
- Protection of Personal Information Act 4 of 2013 (POPIA).
- Electronic Communications and Transactions Act 25 of 2002.
- Applicable health-and-safety, equality, professional, medicines, medical-device, advertising and venue requirements, depending on the Event.

Operational completion required before publication: Insert WCASA's full legal entity details, Information Officer particulars, event and conduct email addresses, VAT position, final cancellation timetable and the physical address for notices.