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## BOOKING TERMS AND CONDITIONS

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### INTRODUCTION

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All students will receive a Certificate of Attendance from African Guide Academy

African Guide Academy will register students on request with the Botswana Qualification Authority (**BQA**) – this is not necessary for students who are joining the course for enrichment purposes only.

Students who want to obtain a **FGASA** qualification should register directly with the Field Guide Association of Southern Africa. It is the student's responsibility to ensure they are eligible for assessment for any course for which they register with FGASA. Students who are not paid up members will not be allowed to write the FGASA exam.

Please complete the **Booking Form** in as much detail as possible and email it back to us in order to make your booking.

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### PAYMENT

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In order to secure your space on the course you will be required to pay a **20% deposit** within 7 days of invoice issue date. The balance must be settled no less than **6 weeks prior** to course commencement.

Failure to meet the above payment terms will result in provisional bookings being forfeited.

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### CANCELLATION POLICY

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All cancellations are to be **made in writing** (email). Should we not respond within 24 hours, please resend the email. If still no response from our office please call us and **confirm that cancellation has been received**. Where possible AGA will help students who have been forced to cancel for legitimate reasons to attend another course where space is available.

If notice of cancellation is received by us **at least 90 days before** the start of the course then 50% of the deposit will be refunded; deposits will be forfeited for any cancellations made **within 90 days** of the start of the course as this space is seldom resold. We strongly suggest that you take out travel insurance that covers this eventuality.

Cancellation between **31 & 45 days** before course start date = 50% of the full fee may be refunded

Cancellation between **15 & 30 days** before course start date = 25% of the full fee may be refunded

Cancellation **within 14 days** before course start date = 100% of fees will be payable with no refund