

POLICY

Sage Learning Services Cancellation Policy

Clear guidance for cancellations, transfers, refunds and rebooking

Sage Learning Services | South Africa

ABOUT THIS POLICY

This policy explains the cancellation, transfer, refund and rebooking conditions that apply to Sage Learning Services' offerings.

01 Virtual Instructor Lead training

02 Onsite training

03 Anytime Learning

04 Refunds and assistance

1. Virtual instructor-led training

Live online training

Sage cancellation obligations

Sage reserves the right to cancel or reschedule a course if minimum attendance levels are not met or for any other operational reason. Sage will notify registered attendees of any cancellation as soon as reasonably possible.

If Sage cancels a course:

- Customers will receive a full refund of any fees paid;
- Customers may transfer to an alternative course date;
- Customers with a Learning Subscription will retain their course entitlement and may rebook, subject to availability.

Attendee cancellation obligations

When you cancel or transfer	What happens
7+ business days before the course	Cancel or transfer at no cost.
1-7 business days before the course	Delegates may transfer to another course date at no cost. In the event of cancellation, 50% of the course fee will be retained.
No Show	The full course fee will be forfeited. If you would like to move your booking to another available date, a transfer fee of 40% of the course fee (excluding VAT) will be charged.

Learning Subscription customers

When you cancel or transfer	What happens
3 No Shows	Access to future instructor-led courses included in the subscription may be withdrawn.

Medical emergencies

A valid medical certificate may be required for cancellations received outside the timeframes above to avoid cancellation charges or forfeiture of course fees.

2. Onsite training

Onsite training requirements

Requirement	Details
Minimum delegates	A minimum of 8-10 delegates is required for onsite training to proceed.
Feasibility assessment	All onsite training requests are subject to a cost and feasibility review by Sage Learning Services.
Onsite fee	An additional R300 per delegate onsite administration fee will apply.
Confirmation	Onsite training will only be confirmed once the minimum delegate requirement has been met, a valid PO or proof of payment has been received, and Sage has approved the request.
Travel and Accommodation Cost	For the customer's account

Sage cancellation obligations

Sage reserves the right to cancel or reschedule onsite training if:

- The minimum delegate requirement is not achieved;
- The onsite training is deemed commercially unfeasible following the costing assessment;
- Circumstances beyond Sage's control prevent delivery.

In such cases, Sage will notify attendees as soon as reasonably possible and provide either a refund or alternative training arrangement.

Attendee cancellation obligations

Cancellation period	What happens
21+ business days before the course	Cancel or transfer at no cost.
Less than 21 days before the course	A cancellation or transfer fee of 50% of the course fee (excluding VAT) will apply to all cancellations and transfers.

Travel and Accommodation costs

Where Sage has incurred venue, travel, accommodation, catering, or other costs specifically for an onsite training event, Sage reserves the right to recover these costs from the customer if the training is cancelled after confirmation.

3. Anytime Learning

Cancellation obligations

For customers who do not have a Learning Subscription:

- A full refund will be provided if cancellation is requested within 5 business days of purchase and the course has not been accessed.
- Once a course or learning module has been accessed, refunds are not available.

Learning Subscriptions

A Learning Subscription may be cancelled within 14 business days of purchase, provided no users have accessed any learning content, attended a course, or used any subscription benefits.

If any learning content has been accessed or attended, the subscription is non-refundable unless otherwise agreed by Sage.

4. Refunds and assistance

Refunds

Approved refunds will be processed within 30 days of receipt of the refund request.

Need assistance?

For assistance with cancellations, transfers, refunds or training bookings, contact the Sage Learning Services team.

Enquire [here](#) | +27 86 123 7243