

Cancellation Policy

Classroom Learning

Sage Cancellation Obligations

Sage reserves the right to cancel courses for any reason, including when course registrations do not meet minimum levels. Sage will notify attendees of a cancelled course at least 7 calendar days prior to the course start date. In this case, all fees paid will be refunded to the original form of payment, except where the course forms part of a Learning Subscription Program, in which case you shall not forfeit your entitlement to attend the course and you will be able to rebook the course on a different date, subject to availability.

Attendee Cancellation Obligations

Attendees may cancel or transfer to a different course date without penalty 14 or more calendar days prior to the course start date. To withdraw from a course, go to My Learning and select Withdraw under course options. If withdraw is not available, please contact us via our [Contact Us](#) page.

Attendees who cancel or request transfers more than 7 days but less than 14 days prior to the course start date will incur a R500 service fee ("**Service Fee**") and will be issued a refund of the course fee paid in the form of training units to be used towards a future course purchase for the same product line (except where the course forms part of a Learning Subscription Program, in which case a Service fee will be charged and you shall not forfeit your entitlement to attend the course and you will be able to rebook the course on a different date, subject to availability and subscription validity. The Service Fee will be charged to the payment method used to originally purchase the course. Training units are valid for 12 months from the date of issue. please contact us via our [Contact Us](#) page for assistance.

Cancellations received less than 7 days prior to the course start time will result in forfeiture of the course fee, or in respect of a course which forms part of Learning Subscription Program, your cancellation will be considered to be a 'no show' and you shall be charged the Service Fee. If there are three no shows for courses that form part of a Learning Subscription, you will forfeit access to future classroom courses as part of the subscription.

Travel expenses

Sage is not responsible for any travel expenses or costs (including but not limited to airfares, train fares, fuel, mileage costs and accommodation costs) ("**Travel Expenses**") incurred by attendees in respect of their attendance at any course and shall not liable to reimburse any Travel Expenses (including but not limited to any cancellation fees, admin charges or penalties) in the event a course is cancelled (whether cancelled by Sage, any attendee or otherwise).

Realtime Learning or Virtual Classroom

Sage Cancellation Obligations

Sage reserves the right to cancel courses for any reason, including when course registrations do not meet minimum levels. Sage University will notify attendees of a cancelled course at least 5 calendar days prior to the course start date. In this case, all fees paid will be refunded to the original form of payment, except where the course forms part of a Learning Subscription Program, in which case you shall not forfeit your entitlement to attend the course and you will be able to rebook the course on a different date, subject to availability.

It is the responsibility of the student to ensure they have appropriate access to the internet and adequate bandwidth prior to the start of the course. Should a course be cancelled due to technical difficulties that affect the majority of the students attending the course, Sage will cancel the course and reschedule at a date and time of their choosing. Students will be notified of the rescheduled time and may request a refund of their course fee if the newly scheduled time does not meet their requirements.

Attendee Cancellation Obligations

If an attendee cancellation request is received 14 or more calendar days prior to the start date of the course, 100% of the course fee will be refunded, except where the course forms part of a Learning Subscription Program,

in which case you shall not forfeit your entitlement to attend the course and you will be able to rebook the course on a different date, subject to availability. Attendee may withdraw from course by going to Sage U Transcript and selecting Withdraw next to the course registration. If withdraw is not available, please contact us via our [Contact Us](#) page for assistance.

If an attendee cancellation request is received more than 24 hours but less than 14 calendar days prior to the start date of the course, the course fee will be refunded in the form of a training credit (sometimes referred to as training units), which can be used toward a future course purchase for the same product line for which it was issued, except where the course forms part of a Learning Subscription Program, in which case you shall not forfeit your entitlement to attend the course and you will be able to rebook the course on a different date, subject to availability. All training credits will be valid for 12 months. Attendee may withdraw from course by going to Sage U Transcript and selecting Withdraw next to the course registration. Attendee must contact training department in order to receive applicable training credits.

Cancellations received less than 24 hours prior to the course start time will result in forfeiture of the course fee, or in respect of a course which forms part of Learning Subscription Program, your cancellation will be considered to be a 'no show' and you shall be charged the Service Fee. If there are three 'no shows' for courses that form part of a Learning Subscription, you will forfeit access to future classroom courses as part of the subscription.

eBooks

eBooks are part of a Virtual Instructor Led training course. If an attendee's cancellation request is received in writing before the course commences, 100% of the course fee will be refunded if the eBook has not been launched (opened). Once an eBook has been launched (opened), no refunds or exchanges will be considered.

Anytime Learning

Attendee Cancellation Obligations

Save in respect of any course which forms part of a Learning Subscription Program, if an attendee cancellation request is received in writing within five (5) calendar days of purchase:

- (i) 100% of the course fee will be refunded for anytime learning course that has not been launched; or
- (ii) where a course has been launched, training credits may be issued for any un-launched topics within that course. Once an Anytime Learning topic is launched, refunds or exchanges are not available.

Anytime Learning subscriptions that contain Training Units and Training Unit subscriptions are valid for 12-months from the date of purchase; and cannot be redeemed for cash or cancelled within the expiration period. Refunds are not available for training units.

Learning Subscription Programs

You may cancel a Learning Subscription Program within 14 days of the date of purchase, providing no-one has launched or attended any course, or accessed or used any part of the program. In such circumstances, we will refund 100% of the fees paid by you for the Learning Subscription Program. You may not cancel a Learning Subscription Program after 15 days, unless we confirm otherwise.

Refunds

Sage will process all refunds within 30 days of receipt of a refund request.