

Terms and Conditions

1. ICOM South Africa

Established in 1946, ICOM is a non-profit organisation subject to French legislation and a non-governmental organisation maintaining formal relations with the United Nations Educational, Scientific and Cultural Organisation (UNESCO) and having a consultative status with the United Nations Economic and Social Council. The registered address of ICOM is Maison de l'UNESCO, 1 rue Miollis, 75732 Paris Cedex 15, France. The South African National Committee has been established according to article 15 of the ICOM Statutes (hereafter referred to as the Statutes), and thus has ICOM as its accounting body. The Committee trade as ICOM-SA and offer professional workshops and conferences.

2. Delivery Policy

ICOM-SA will provide proof or registration within 30 days. This includes registration and bookings with third parties for the purposes of ICOM-SA events.

3. Return and Refunds Policy

Cancellations of registration for events by ICOM-SA and its partners will be subject to a 50% cancellation fee up to 14 days before the start of the event and 100% less than 14 days before the start of the event. Cancellation of registration will be accepted in writing only. Cancellation of services by third parties, e.g. accommodation and post-conference excursions, is subject to the conditions of the third party.

4. Customer Privacy Policy

ICOM-SA takes all reasonable steps to protect the personal information of users. For the purpose of this clause, "personal information" shall be defined as detailed in South African law, i.e. the Promotion of Access to Information Act 2 of 200 (PAIA). The PAIA may be downloaded from: http://www.polity.org.za/attachment.php?aa_id=3569.

5. Payment options accepted

Payment may be made via Visa or MasterCard credit cards or by bank transfer into the ICOM-SA bank account. Details are provided in event registration forms.

6. Credit card acquiring and security

Credit card transactions will be acquired for ICOM-SA via PayGate (Pty) Ltd who are the approved payment gateway for Standard Bank South Africa. PayGate uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no credit card details are stored on the website. Users may go to www.paygate.co.za to view their security certificate and security policy.

7. Customer details separate from card details

Customer details will be stored by ICOM-SA separately from card details which are entered by the client on PayGate's secure site. For more detail on PayGate refer to www.paygate.co.za.

8. Merchant Outlet country and transaction currency

The merchant outlet country at the time of presenting payment options to the card holder is South Africa. Transaction currency is South African Rand (ZAR).

9. Responsibility

ICOM-SA takes responsibility for all aspects relating to the transaction including sale of services sold on this website, customer service and support and delivery of services.

10. Country of domicile

The website is governed by laws of South Africa and ICOM-SA chooses as its domicilium citandi et executandi for all purpose under this agreement, whether in respect of court process, notice, or other documents of communication of whatsoever nature, 8 Kasteel Crescent, Tygerdal, Goodwood, 7460.

11. Variation

ICOM-SA may, in its sole discretion, change this agreement or any part thereof at any time without notice.

12. Company information

The website is run the South African National Committee of the International Council of Museums, a non-profit organisation based in South Africa, trading as ICOM-SA and with registration number 084-811 NPO. The current Board (2013 – 2016)of the Committee are Dr Helene Vollgraaff, Dr Ann Wanless, Ms Anneliese Mehnert, Dr Hamish Robertson, Mr Luthando Maphasa, Ms Sylvia van Zyl and Ms Mohau Qalaza.

13. Contact details

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