



**Namibia Information Workers Association (NIWA)
PO BOX 308* Windhoek* Namibia**

**SCECSAL XXIV CONFERENCE AND EXHIBITION POSTPONEMENT FROM 20-24 April
2020 to 8-12 FEBRUARY 2021 DUE TO COVID-19 PANDEMIC:**

REFUND POLICY

COVID 19 has disrupted many activities which were to take place in 2020 and this includes XXIV SCECSAL Conference and Exhibition which was to take place in April 2020. Please be informed that, the conference has been postponed to **February 8-12th 2021**. SCANUL conference will take place on the 7 February 2021.

The SCECSAL XXIV Conference will take place in the **blended mode: to be held at Safari Hotel and Conference Centre in Windhoek, Namibia, as well as virtually through a dedicated ZOOM link**, from the **8th – 12th February 2021**, providing alternative modes to participate.

Refund policy and procedures:

1. Registered participants and exhibitors: Cancellation

As indicated in the letter on the postponement of the Conference emailed to all registered participants and exhibitors, and posted on the Conference website in April 2020, registered participants and exhibitors planning not to attend the conference on the new dates were required to send notification of cancellation of their registration in writing, by email to Ms Ritva Niskala at rniskala@unam.na and copied to Mr. Wilhelm Uutoni at wuutoni@unam.na and Dr Chiku M. Mchombu at cmchombu@unam.na / scecsal2020@gmail.com. Refund of fees for registrations paid before the Conference original dates, **less 25%** for administrative charges, was confirmed for cancellations received before **31 August 2020, and was further extended to cancellations received during September 2020**.

Cancellations after the above date, 30 September 2020, will not be refunded

SCECSAL NAMIBIA 2020 National Organizing Committee

P.O. Box 308 Windhoek, Namibia

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Enquiries: Ritva Niskala (treasurer), Tel: +264-61-2064657, email: rniskala@unam.na

2. Registered participants and exhibitors: Refunds on change to virtual attendance

Conference participants who have already paid registration and opt for virtual attendance can request refunds in the difference between the registration fee paid and adjusted virtual registration fee by 30 November 2020. The National Organizing Committee appeals to participants and their institutions to refrain from refunds, if possible, to support this new virtual blended important African library and information service sector conference.

The exhibition registration fees will remain the same for exhibitors, while provision is made for virtual exhibition mode presence through slots in the Conference Programme and Conference web-site exhibition.

Refund amount will be strictly based on the **net amount** received to the SCECSAL 2020 Conference account in the local currency (N\$) minus 25% administration fees calculated in the net amount received. The administration fee includes local bank charges on the refund process.

Refunds for change to virtual conference mode will be processed after the Conference by 30 March 2021. Regrettably the National Organizing Committee also retains the right not to pay registration refunds in a situation where the income does not meet the Conference expenditure.

3. Procedures for refunds

- I. In case of registration paid by an organization/institution a signed letter by the accounting officer of the organization/institution is required to request refund including bank account details.
- II. In all cases bank statement confirming the account details needs to be attached to the email requested refund.
- III. Funds will only be returned to the same account from which the transfer was executed.
- IV. For payments received by credit or debit cards, the same credit/debit card will be refunded.
- V. Refund amount will be strictly based on the **net amount** received to the SCECSAL 2020 Conference account in the local currency (N\$).
- VI. All bank charges will be the responsibility of the receiver of the refund.