

## TERMS AND CONDITIONS

### 1. Detailed description of goods and/or services

The Institute for Leadership and Transformation (TILT International NPC) is a Non-Profit Organisation that envisions the ongoing healing and transformation of society and our primary task is to create spaces to think about and transform our roles, institutions and society.

We organise ourselves as an open system that invites participation, co-operation and cross-pollination. We function as an enabling and containing space, meaning that we enable and support ourselves and others to do this work. We also take a critical and scientific stance towards our work and therefore continuously and systematically reflect, enquire, research and make the results of our thinking and research public. We do not believe that we own our knowledge or thinking so we rather spend our energy to enable, develop and support competent and reflective practice than trying to “protect, patent and package” what we do.

### 2. Delivery policy

Subject to application and receipt of payment, requests will be processed within 10 working days and confirmed by way of receipt.

### 3. Return and Refunds policy

The provision of goods and services by The Institute for Leadership and Transformation (TILT International NPC) is non-refundable.

### 4. Customer Privacy policy

The Institute for Leadership and Transformation (TILT International NPC) shall take all reasonable steps to protect the personal information of users. For the purpose of this clause, "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be downloaded from: [http://www.polity.org.za/attachment.php?aa\\_id=3569](http://www.polity.org.za/attachment.php?aa_id=3569).

### 5. Payment options accepted

Payment may be made via Visa and MasterCard.

### 6. Card acquiring and security

Card transactions will be acquired for The Institute for Leadership and Transformation (TILT International NPC) via PayGate (Pty) Ltd who are the approved payment gateway for all South African Acquiring Banks. PayGate uses the strictest form of encryption, namely Secure Socket Layer 3 (SSL3) and no Card details are stored on the website. Users may go to [www.paygate.co.za](http://www.paygate.co.za) to view their security certificate and security policy.

## 8. Customer details separate from card details

Customer details will be stored by The Institute for Leadership and Transformation (TILT International NPC) 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](http://www.paygate.co.za).

## 9. Merchant Outlet country and transaction currency

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

## 10 Responsibility

The Institute for Leadership and Transformation (TILT International NPC) takes responsibility for all aspects relating to the transaction including sale of goods and services sold on this website, customer service and support, dispute resolution and delivery of goods.

## 11 Country of domicile

This website is governed by the laws of South Africa and The Institute for Leadership and Transformation (TILT International NPC) chooses as its *domicilium citandi et executandi* for all purposes under this agreement, whether in respect of court process, notice, or other documents or communication of whatsoever nature, 109 Brooks House, Brooklyn 0181.

## 12 Variation

The Institute for Leadership and Transformation (TILT International NPC) may, in its sole discretion, change this agreement or any part thereof at any time without notice.

## 13 Company information

This website is run by The Institute for Leadership and Transformation based in South Africa trading as TILT International NPC and with registration number 2017/301924/08.

## 14 The Institute for Leadership and Transformation (TILT International NPC) contact details

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