

# Terms & Conditions – ServiceGurus Training Programs

**Effective Date:** 1 March 2026

## 1. Introduction

These Terms & Conditions govern your use of ServiceGurus training programs and related materials (“Training Programs” and “Training Materials”). If you agree on behalf of a company or legal entity (“Customer”), you confirm you have the authority to bind that entity to these Terms & Conditions.

By booking or purchasing a Training Program, you agree to these Terms & Conditions. If you do not agree, you may not access or participate in our Training Programs.

## 2. Booking and Payment

- Bookings can be made via our website or manual forms.
- Full payment is required to confirm your booking.
- Payment methods: EFT, credit/debit card.
- Invoice terms: 30 days from invoice or 14 days before program start, whichever is sooner.

## 3. Program Delivery

- In class facilitation, Instructor-Led Training (ILT), eLearning, Virtual, or Blended formats.
- Program schedules: 9:00 a.m. – 16:00 p.m., unless otherwise agreed.
- Registration begins at 8:30 a.m.

## 4. Cancellation and Transfer

### Customer Cancellations:

Notice Period	Cancellation Charge
≥21 business days	Full refund
20- 14 working days	30% of program fee
13- 7 working days	50% of program fee
≤7 working days	70% of program fee

### Email

info@servicegurus.co.za

### Phone

Michelle Page: +27 71 602 3133

### Location

Cape Town, South Africa

[www.servicegurus.co.za](http://www.servicegurus.co.za)

### **ServiceGurus Cancellations:**

- Programs and Workshops may be rescheduled or cancelled with  $\geq 21$  days' notice due to operational pressures and unforeseen circumstances
- Force Majeure events: program credit valid for 60 days.

## **5. Intellectual Property**

- All rights to Training Materials remain with ServiceGurus Pty Ltd.
- Materials are licensed, not sold.
- Licensee may not copy, distribute, modify, or sublicense materials without prior written consent.

## **6. Certificates and Assessments**

- Certificates issued at ServiceGurus' discretion, subject to attendance and program completion.
- Certificates of Competence will be issued for all Cathsseta and Services SETA accredited training once final verification takes place
- Assessments may incur additional fees.

## **7. Confidentiality and Data Protection**

- Parties must maintain confidentiality of all proprietary information.
- Data shared for training purposes is used solely for program administration.

## **8. Limitation of Liability**

- Liability limited to direct damages; maximum aggregate: R10,000.
- Not liable for indirect or consequential losses.
- Indemnification: Customer responsible for third-party claims unrelated to gross negligence or wilful misconduct.

## **9. Termination**

- ServiceGurus may terminate this agreement in cases of breach, insolvency, or failure to pay.
- All rights to materials cease immediately upon termination.

## **10. Dispute Resolution**

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- Disputes referred to arbitration via AFSA (Johannesburg).
- Parties may seek urgent relief through courts if needed.

## 11. Governing Law

- South African law governs these Terms & Conditions.
- High Court of South Africa has jurisdiction.

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