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**Please be sure to read the terms and conditions very carefully.**

1. Completed accommodation bookings will be acknowledged within 3 working days.
2. Full payment for accommodation bookings is payable within 10 days of receipt and NOT at check-out. No availability or reservation is guaranteed until payment is received.
3. All accommodation payments must be made to ConfManage, a division of African Agenda Pty (Ltd), who has been appointed as the exclusive and official housing provider for the Conference.
  - a. Accommodation payments must be made in South African Rand (ZAR).
  - b. All credit card payments are made in Rands and your local currency equivalent may appear on your credit card statement. Credit card payments will reflect on your credit card statement as payment to ConfManage.
  - c. Any short payment resulting from bank charges and/or exchange rate fluctuations will be charged back to the guest.
4. Cancellations must be received in writing by HIVR4P Accommodation Desk. The HIVR4P Accommodation Desk email address is [davinia@africanagenda.com](mailto:davinia@africanagenda.com).
5. Cancellation fees will be imposed as follows:
  - a. Guests that cancel accommodation 61 days or more prior to the start of the Conference (13 November 2020) will receive a full refund less a 10% administration fee.
  - b. Guests that cancel between 60 and 30 days prior to the start of the Conference (14 November to 13 December 2020) will be refunded 50% of the amount paid; if fees are outstanding the guest will be liable for 50% of the amount due.
  - c. No refunds will be provided for no-shows or guests that cancel within 30 days of the start of the Conference (after 13 December 2020), and the guest will be liable for the full amount due.
6. Accommodation bookings are transferable only if HIVR4P Accommodation Desk is informed in writing. The HIVR4P Accommodation Desk email address is [davinia@africanagenda.com](mailto:davinia@africanagenda.com)

**Availability**

While every effort will be made to keep the accommodation inventory levels up to date on the HIVR4P Accommodation booking site, all accommodation bookings will still be SUBJECT TO AVAILABILITY. If a booking is made through the HIVR4P Accommodation booking site but there is no longer any availability, a full refund will be issued.

### **Liability Disclaimer**

Neither African Agenda (Pty) Ltd, nor the IAS, nor the Hotel, nor the owners of the Hotel property, the management company, their agents, contractors or employees shall be liable for any loss, damage/s, destruction, injury or death which may be caused to any person (or any minor dependent of such person) or any item brought onto the Hotel premises by the guests (or minor dependents of such persons), howsoever such loss, damage/s, destruction, Injury or death may occur, whether as a result of any foreseen or unforeseen event or any act or omission on the part of African Agenda (Pty) Ltd, the IAS the Hotel or the owners of the Hotel property, the management company, their agents, contractors or employees or otherwise. Notwithstanding the foregoing, the guest hereby indemnifies and holds harmless African Agenda (Pty) Ltd, the IAS, the Hotel and the owners of the Hotel property, the management company, and all such persons against any claim that may be made against African Agenda (Pty) Ltd, the IAS, the Hotel, the owners of the Hotel property, the management company, or any such persons by any third party relating to the provisions of this clause.