DELIVERY POLICY

Last Updated: 26 October 2026

1. Introduction

At Afrimack, we are committed to providing professional training services and ensuring that our clients receive clear information and appropriate support throughout the registration and training process.

Afrimack specializes in corporate training, conferences, seminars, executive masterclasses, and professional development programmes for organizations and professionals across Africa and beyond.

This Delivery Policy explains how we communicate with clients, provide training information, process registrations and deliver our training services.

2. Official Communication Channels

Afrimack communicates with clients through our official email addresses and telephone numbers published on our website.

All official communication regarding training programmes, course outlines, registration forms, quotations, invoices, payment arrangements, venues and other related matters should be conducted through these official communication channels.

Clients are encouraged to use our official contact details when making enquiries, requesting clarification, submitting registration documents or confirming training arrangements.

3. Training Information and Registration Process

Before registration is finalized, Afrimack typically provides interested clients with a training outline and the relevant registration documentation.

Depending on the programme, these documents may include:

- **Course Content:** A detailed outline of the topics, modules and key learning areas covered by the training programme.
- **Training Duration:** Information regarding the scheduled duration of the programme.
- **Training Location:** Details of the proposed training destination and venue arrangements.
- **Registration Form:** A form containing the available participation options and the information required to register delegates.
- **Training Fees:** A breakdown of the available fee options and their respective inclusions.

- **Accommodation and Other Inclusions:** Clear information on whether the selected fee option includes accommodation, meals, airport transfers, training materials or other specified services.

Clients are encouraged to review the training outline and registration form carefully before selecting their preferred participation option.

Where clarification is required, our team will assist clients in understanding the available options and the arrangements applicable to their selected programme.

4. Training Duration and Locations

Afrimack's scheduled training programmes generally run for five days, depending on the specific programme and the arrangements communicated to participants.

Our training programmes may be hosted in the following destinations:

- Johannesburg, South Africa
- Lusaka, Zambia
- Kenya
- Dubai, United Arab Emirates

The applicable training location, venue, dates and other relevant arrangements will be communicated to clients during the enquiry and registration process.

Clients should refer to the relevant course information and official correspondence for confirmation of the specific location and schedule of their selected programme.

Alternative arrangements, including in-house or online training, may be considered where applicable and agreed upon with Afrimack.

5. Registration and Confirmation of Arrangements

Afrimack seeks to ensure that the necessary arrangements are discussed and clarified before a client's registration is finalized.

Clients are encouraged to review the training outline, registration form, participation options, applicable fees, venue, accommodation arrangements and other relevant details before confirming their preferred option.

Where necessary, Afrimack will communicate with the client to clarify outstanding matters and confirm the arrangements applicable to the selected training programme.

Registration and participation are subject to confirmation by Afrimack, programme availability, completion of the required registration process and any applicable payment terms.

6. Payment Arrangements

Payment is generally arranged once the relevant training details have been discussed and the client is satisfied with the applicable arrangements.

These arrangements may include the selected training programme, participation option, training location, applicable fees, accommodation inclusions and any other agreed services.

Once the details have been finalized, Afrimack will communicate the applicable payment requirements and provide the relevant invoice or payment instructions.

Clients are expected to make payment in accordance with the agreed terms and conditions.

Where payment is required before participation, registration will be confirmed in accordance with the applicable payment and registration requirements.

Any specific payment deadlines or alternative arrangements will be communicated to the client through our official communication channels.

7. Delivery of Training Services

Afrimack delivers training services according to the programme, location, schedule and participation option confirmed with the client.

Our delivery formats may include:

Classroom Training: Training conducted at the designated venue communicated to registered participants.

In-House Training: Customized training delivered at the client's premises or another mutually agreed location, subject to availability and the agreed arrangements.

Online Training: Virtual training delivered through an appropriate online platform, where this option is available and agreed upon.

Conferences, Seminars and Executive Masterclasses: Professional learning events delivered according to the programme details and arrangements communicated to participants.

Participants will receive the relevant information and instructions necessary to attend their selected programme.

8. Accommodation, Meals and Travel Arrangements

Accommodation, meals, airport transfers and other travel-related services are included only where expressly stated in the applicable training outline, registration form, quotation or written confirmation.

Afrimack offers different participation options, and the inclusions may vary depending on the selected package.

Clients are therefore encouraged to confirm the details of their preferred option before finalizing their registration and payment arrangements.

Unless expressly included in the agreed package, clients are responsible for making their own arrangements for travel, visas and other personal expenses associated with attending the programme.

For international training programmes, participants are responsible for ensuring that they have the necessary travel documents and meet the applicable entry requirements for their destination.

9. Training Materials and Related Documents

Training materials, course resources, registration confirmations, invoices and other relevant documents may be delivered electronically or provided in another agreed format, depending on the nature of the programme.

Electronic documents are generally communicated through Afrimack's official email channels.

The timing and method of delivery of training materials may vary depending on the programme and the arrangements communicated to participants.

10. Changes, Delays and Unforeseen Circumstances

Afrimack makes reasonable efforts to deliver its training programmes according to the confirmed schedule and arrangements.

However, circumstances beyond our reasonable control may occasionally require changes to training dates, venues, delivery methods or other logistical arrangements.

Where a significant change affects a scheduled programme, Afrimack will make reasonable efforts to notify affected clients through our official communication channels and communicate any revised arrangements.

Any applicable rescheduling, cancellation or refund matters will be handled in accordance with the relevant agreement and Afrimack's Refund & Cancellation Policy.

11. Client Responsibilities

To support a smooth registration and training experience, clients are responsible for:

- Providing accurate contact and registration information.
- Reviewing the training outline and registration form before selecting a participation option.
- Confirming the applicable training fees and package inclusions.
- Clarifying any questions regarding the training location, accommodation, meals, airport transfers or other arrangements before finalizing registration.
- Submitting the required registration documents within the applicable timeframe.
- Making payment in accordance with the agreed terms.
- Monitoring their official email and other agreed communication channels for updates and instructions.
- Ensuring that all necessary travel documents and personal arrangements are in place when attending international programmes.

Afrimack encourages clients to clarify any outstanding questions before confirming their participation to minimize misunderstandings and ensure that the agreed arrangements meet their requirements.

12. Relationship with Our Refund & Cancellation Policy

This Delivery Policy should be read together with Afrimack's Refund & Cancellation Policy.

Any requests relating to cancellations, postponements, refunds or other changes to confirmed training arrangements will be handled in accordance with the applicable policy and any relevant written agreement.

Please refer to our Refund & Cancellation Policy for further information.

13. Contact Information

For enquiries regarding our training programmes, registration procedures, delivery arrangements or other related matters, please contact Afrimack using the official email addresses and telephone numbers published on our website.

Website: afrimack.co.za

Afrimack — *Building African Professionals for Global Impact.*

We look forward to serving you and supporting your professional development objectives.