



FRIENDSHIP BENCH

VICTORIA FALLS GLOBAL CONVENING 2026

CANCELLATION, REFUND AND LIABILITY POLICY

This Cancellation, Refund and Liability Policy is issued by Friendship Bench (hereinafter “the Organisation”) and governs every registration form, and every person's attendance and participation at, the Victoria Falls Global Convening 2026 (hereinafter “the Convening”), including the associated non-conference activities, site visits and excursions described in the registration webpage and the applicable Tier package (hereinafter together, “the Programme”).

By submitting the registration form, making payment, or attending any part of the Programme, the Delegate acknowledges that they have read, understood and agree to be bound by this Policy in its entirety.

1. DEFINITIONS AND INTERPRETATION

- 1.1. “Force Majeure Event” means any circumstance beyond the reasonable control of the Organisation, including but not limited to natural disaster, pandemic or public health emergency, civil unrest, war or act of terrorism, government action or travel restriction, airline or other carrier cancellation, industrial action, or failure of a third-party supplier or venue.
- 1.2. “Tier 1” and “Tier 2” mean the two registration packages described on the registration webpage, each with its own inclusions and exclusions set out in the applicable package description.
- 1.3. “Third-Party Supplier” means any airline, lodge, transport operator, venue, tour or excursion operator, caterer or other independent supplier engaged to provide any part of the Programme.

2. REGISTRATION AND ACCEPTANCE

- 2.1. Registration is only complete once the Delegate has submitted the online registration form in full, made payment, and received written confirmation of registration from the Organisation.
- 2.2. The Organisation reserves the right, in its sole discretion, to decline or cancel any registration, including where the information supplied is incomplete, inaccurate or misleading.

3. CANCELLATION BY A DELEGATE AND REFUNDS

- 3.1. A Delegate who wishes to cancel their registration must do so in writing to vicfallsconvening@friendshipbench.org. The date of cancellation shall be the date on which written notice is received by the Organisation.
- 3.2. Refunds of the registration fee actually paid shall be made strictly in accordance with the following scale, calculated with reference to the first day of the Convening:
 - Cancellation received 60 days or more before the Convening: 100% refund

- Cancellation received between 59 days -30 days before the Convening: 50% refund
- Cancellation received less than 30 days before the Convening: no refund shall be payable.

3.3. No refund shall be payable in respect of any Delegate who fails to attend the Convening without prior written cancellation, or who is unable to attend due to failure to obtain a visa, travel documentation, or medical clearance, save where such failure arises from an act or omission of the Organisation.

3.4. Refunds, where payable, will be processed within a reasonable time and, in any event, within thirty (30) days of the cancellation date, using the same method of payment used by the Delegate, less any non-recoverable bank charges, transaction costs or Third-Party Supplier cancellation fees already incurred on the Delegate's behalf.

4. POSTPONEMENT, MODIFICATION OR CANCELLATION BY THE ORGANISATION

The Organization shall use reasonable endeavours to deliver the Programme as advertised, but reserves the right to alter the venue, speakers, itinerary, excursions or Third-Party Suppliers where reasonably necessary, provided that the overall quality and character of the Programme is not materially diminished.

5. PROGRAMME INCLUSIONS AND EXCLUSIONS

5.1. The inclusions and exclusions applicable to Tier 1 and Tier 2 are as published on the registration webpage. For the avoidance of doubt, neither Tier includes flights, visa fees, medical or travel insurance, accommodation costs beyond bed and breakfast at the designated lodge, or meals and incidentals outside the scheduled programme, all of which remain the sole responsibility of the Delegate.

5.2. Where an excursion or activity (including, without limitation, any rainforest walk, river cruise, boma dinner, or Friendship Bench site visit) is included in a Tier, such inclusion covers participation only, and does not extend to any optional add-on, personal expenditure, or activity undertaken by the Delegate outside the scheduled itinerary.

6. ASSUMPTION OF RISK

The Delegate voluntarily assumes all such inherent risks associated with participation in the Programme, save to the extent that any harm arises from the gross negligence, willful misconduct, fraud or dishonesty of the Organisation, its employees or agents, for which liability cannot lawfully be excluded and is not excluded by this Policy.

7. LIMITATION OF LIABILITY

7.1. To the maximum extent permitted by law, the Organisation, its trustees, directors, employees, volunteers and agents shall not be liable to any Delegate for any injury, illness, death, loss of or damage to property, or any direct, indirect or consequential loss (including loss of earnings, cancelled onward travel, or wasted expenditure) arising out of or in connection with the Delegate's participation in the Programme.

7.2. Without limiting the generality of clause 7.1, the Organisation shall not be liable for any act, omission, default, or insolvency of a Third-Party Supplier, including any airline, the A'Zambezi River Lodge (or such other accommodation provider as may be substituted), transport operator, or excursion operator, save to the extent that the Organisation has itself been grossly negligent in the selection or instruction of that Third-Party Supplier.

8. DELEGATE OBLIGATIONS- WHAT YOU MUST ALSO DO

In addition to, and independently of, the limitations set out above, and as a condition of participation in the Programme, each Delegate undertakes and agrees to:

- Arrange, at their own cost, comprehensive travel and medical insurance covering the full duration of their travel and participation in the Programme, including cover for medical evacuation, trip cancellation, and loss of or damage to personal property, before travelling to Zimbabwe.
- Obtain, at their own cost and in their own time, any visa, passport, permit, vaccination certificate or other travel or entry documentation required for lawful entry into, and travel within, Zimbabwe, and

note that the Organization's letter of invitation does not guarantee that a visa or entry permit will be granted.

- Disclose to the Organisation, at the time of registration and promptly upon any change, any medical condition, disability, dietary requirement, severe allergy or access requirement reasonably relevant to their safe participation in the Programme, together with details of any emergency contact and any medication or measures they carry in case of emergency.
- Comply with all reasonable safety instructions, directions and rules issued by the Organisation, its staff, guides, or any Third-Party Supplier during the Convening and any associated excursion or site visit, including instructions given during the rainforest walk, river cruise, boma dinner and Friendship Bench site visits.
- Conduct themselves in a manner that does not endanger themselves, other Delegates, or any member of the public, and refrain from participating in any activity or excursion where advised that it is unsafe for them to do so, whether on medical, safety or other reasonable grounds.
- Take reasonable care of their own personal property, travel documents and valuables at all times, including at the accommodation venue and during transfers and excursions.
- Where applicable, arrange their own transport for any period or activity not expressly stated as included in their Tier package.
- Provide accurate and complete information in the registration form and notify the Organisation promptly in writing of any material change to that information.

9. INDEMNITY

Each Delegate indemnifies and holds harmless the Organisation, its trustees, directors, employees, volunteers and agents against any claim, loss, damage, cost or expense (including reasonable legal costs) arising from or connected with the Delegate's breach of this Policy, their own negligence, or their failure to comply with any instruction, law or requirement referred to in clause 8, save to the extent caused by the gross negligence, wilful misconduct or fraud of the Organisation.

10. PHOTOGRAPHY, DATA AND CONSENT

10.1. By registering, the Delegate consents to photographs, audio or video recordings taken during the Convening being used by the Organisation for documentation, reporting and promotion of the Programme, in accordance with the consent recorded on the registration form and subject to applicable data protection law.

10.2. Personal information collected on the registration form will be processed solely for purposes connected with the Delegate's registration, participation, safety and the administration of the Convening, and will be held in confidence save as required by law or as necessary to coordinate with Third-Party Suppliers on the Delegate's behalf.

11. GOVERNING LAW, NOTICE AND JURISDICTION

This Policy is governed by, and shall be interpreted in accordance with, the laws of the Republic of Zimbabwe, including the common law.

12. GENERAL

12.1. If any provision of this Policy is found by a court or tribunal of competent jurisdiction to be invalid or unenforceable, that provision shall be severed and the remaining provisions shall continue in full force and effect.

12.2. This Policy may be amended by the Organisation. Any such amendment shall apply prospectively to registrations made after the amended Policy is published on the registration webpage.

12.3. Queries regarding this Policy should be directed to vicfallsconvening@friendshipbench.org