

LEADERS WITHOUT BORDERS  
TERMS & CONDITIONS

**Membership**

1. Membership Agreement

By purchasing a membership with Leaders Without Borders, you agree to comply with and be bound by the following terms and conditions. Please review these terms carefully. If you do not agree to these terms, you should not purchase a membership.

2. Membership Benefits

Membership includes access to:

A schedule of online masterclasses.

Face-to-face conference at Emperors Palace.

3. Online Masterclasses

Schedule: A detailed schedule of online masterclasses will be provided to all members.

Attendance: If a member misses an online masterclass, it will not be repeated.

Non-refundable: Membership fees are non-refundable under any circumstances, including missed online masterclasses.

4. Face-to-Face Conference

Location: The face-to-face conference will take place at Emperors Palace.

Compulsory Attendance: Attendance at the face-to-face conference is compulsory for all members. No exceptions will be made.

5. Payment

All membership fees must be paid in full at the time of registration.

Membership fees are non-refundable.

6. Changes to Schedule or Content

Leaders Without Borders reserves the right to make changes to the schedule or content of any masterclass or conference without prior notice.

7. Conduct

Members are expected to conduct themselves in a professional and respectful manner at all times during masterclasses and the face-to-face conference. Leaders Without Borders reserves the right to terminate membership without refund for any member who engages in inappropriate or disruptive behavior.

## 8. Intellectual Property

All materials provided during the online masterclasses and face-to-face conference are the intellectual property of Leaders Without Borders. Members may not reproduce, distribute, or create derivative works from any materials without prior written permission from Leaders Without Borders.

## 9. Privacy

Leaders Without Borders is committed to protecting your privacy. We will not share your personal information with third parties without your consent, except as required by law.

## 10. Limitation of Liability

Leaders Without Borders shall not be liable for any direct, indirect, incidental, or consequential damages resulting from any aspect of your membership, including but not limited to attendance at or participation in any masterclass or conference.

## 11. Governing Law

These terms and conditions are governed by the laws of the country in which Leaders Without Borders is based. Any disputes arising from these terms will be resolved in the courts of that country.

## 12. Acceptance of Terms

By purchasing a membership, you acknowledge that you have read, understood, and agree to be bound by these terms and conditions.

## **Subscriptions**

### 1. Subscription Agreement

By purchasing a subscription with Leaders Without Borders, you agree to comply with and be bound by the following terms and conditions. Please review these terms carefully. If you do not agree to these terms, you should not purchase a subscription.

### 2. Eligibility

Open to: The subscription is open to all educators and the principal of the subscribing school.

Access: Subscription content is only available to schools that have fully paid the subscription fee.

### 3. Access and Authentication

Principal's South African ID: Access to the subscription content will be authenticated using the principal's South African ID. Only the principal and authorized educators of the subscribing school may access the content.

Confidentiality: The principal is responsible for maintaining the confidentiality of the login credentials associated with their South African ID.

### 4. Subscription Fees and Digital Package

Payment: All subscription fees must be paid in full at the time of registration.

Non-refundable: Subscription fees are non-refundable under any circumstances.

Digital Package: A digital package will be made available to you once payment is received in full.

## 5. Content Usage

Authorized Use: The subscription content is for the exclusive use of the subscribing school's educators and principal. Unauthorized sharing or distribution of the content is prohibited.

Intellectual Property: All materials provided through the subscription are the intellectual property of Leaders Without Borders. Members may not reproduce, distribute, or create derivative works from any materials without prior written permission from Leaders Without Borders.

## 6. Privacy and Data Protection

Information Protection: Leaders Without Borders is committed to protecting your personal information and the privacy of the subscription content. We will not share your personal information with third parties without your consent, except as required by law.

Data Security: We employ industry-standard measures to ensure the security and confidentiality of all subscription-related data.

## 7. Conduct

Subscribers are expected to conduct themselves in a professional and respectful manner when using the subscription content. Leaders Without Borders reserves the right to terminate a subscription without refund for any subscriber who engages in inappropriate or disruptive behavior.

## 8. Changes to Subscription Content

Leaders Without Borders reserves the right to make changes to the subscription content or delivery method without prior notice.

## 9. Limitation of Liability

Leaders Without Borders shall not be liable for any direct, indirect, incidental, or consequential damages resulting from any aspect of your subscription, including but not limited to access to or use of the subscription content.

## 10. Governing Law

These terms and conditions are governed by the laws of the country in which Leaders Without Borders is based. Any disputes arising from these terms will be resolved in the courts of that country.

## 11. Acceptance of Terms

By purchasing a subscription, you acknowledge that you have read, understood, and agree to be bound by these terms and conditions.

## **Team-Building**

### **1. Agreement**

By purchasing a team building package with Leaders Without Borders, you agree to comply with and be bound by the following terms and conditions. Please review these terms carefully. If you do not agree to these terms, you should not proceed with the purchase.

### **2. Payment Options**

**Full Payment:** All team building fees must be paid in full at the time of booking unless opting for our stokvel payment option.

**Stokvel Payment Option:** Payment can be made in installments through our stokvel payment plan. Details of the payment plan will be provided upon request.

**Non-refundable:** All payments, whether full or installment-based, are non-refundable.

### **3. Team Building Specials**

**Special Offers:** From time to time, we may offer team building specials. These specials are subject to availability and may have additional terms and conditions, which will be communicated at the time of booking.

### **4. Travel Expenses**

**Exclusion:** Travel expenses are not included in the team building package. Participants are responsible for their own travel arrangements and costs.

### **5. Conduct and Participation**

**Professional Conduct:** All participants are expected to conduct themselves in a professional and respectful manner during team building activities. Leaders Without Borders reserves the right to remove any participant whose behavior is deemed inappropriate or disruptive.

**Participation:** Active participation in all scheduled activities is required to ensure the success of the team building event.

### **6. Changes and Cancellations**

**Changes to Schedule:** Leaders Without Borders reserves the right to make changes to the schedule or content of any team building event without prior notice.

**Cancellations by Leaders Without Borders:** In the unlikely event that Leaders Without Borders has to cancel a team building event, participants will be notified as soon as possible, and an alternative date or arrangement will be offered.

## 7. Liability

**Limitation of Liability:** Leaders Without Borders shall not be liable for any direct, indirect, incidental, or consequential damages resulting from any aspect of your participation in the team building event, including but not limited to travel arrangements, accommodations, and participation in activities.

**Insurance:** Participants are advised to obtain appropriate travel and health insurance to cover any unforeseen circumstances.

## 8. Intellectual Property

All materials provided during the team building event are the intellectual property of Leaders Without Borders. Participants may not reproduce, distribute, or create derivative works from any materials without prior written permission from Leaders Without Borders.

## 9. Privacy and Data Protection

**Information Protection:** Leaders Without Borders is committed to protecting your personal information and the privacy of all participants. We will not share your personal information with third parties without your consent, except as required by law.

**Data Security:** We employ industry-standard measures to ensure the security and confidentiality of all participant data.

## 10. Governing Law

These terms and conditions are governed by the laws of the country in which Leaders Without Borders is based. Any disputes arising from these terms will be resolved in the courts of that country.

## 11. Acceptance of Terms

By purchasing a team building package, you acknowledge that you have read, understood, and agree to be bound by these terms and conditions.

## **EDU-CARE Uniform**

### 1. Agreement

By placing an order for EDU-CARE uniforms with Leaders Without Borders, you agree to comply with and be bound by the following terms and conditions. Please review these terms carefully. If you do not agree to these terms, you should not place an order.

### 2. Order and Payment

**Securing Deposit:** All schools must pay the securing deposit for all students upfront to secure orders. The material deposit is non-refundable.

**Full Payment:** Uniforms will only be delivered once full payment is made. No partial payments will be accepted for delivery.

Minimum Order: We only accept a minimum of 100 orders per batch for manufacturing.

### 3. Uniform Samples

Initial Samples: We supply only 1 sample for girls and 1 sample for boys to each school.

Additional Samples: Any further requests for samples must be at the school's expense. The cost and details for additional samples will be provided upon request.

### 4. Size Submission

Correct Sizes: Schools must ensure that sizes are submitted correctly. We are not liable for incorrect sizes provided by the school.

Size Confirmation: It is the responsibility of the school to double-check all size information before submitting the order.

### 5. Delivery

Conditions for Delivery: Uniforms will only be delivered once full payment is received and confirmed.

Delivery Schedule: The delivery schedule will be communicated once the order is confirmed and full payment is made.

### 6. Liability

Incorrect Sizes: Leaders Without Borders is not liable for any issues arising from incorrect sizes submitted by the school.

Damage or Loss: Leaders Without Borders is not responsible for any damage or loss of uniforms once they have been delivered to the school.

### 7. Changes and Cancellations

Order Changes: Any changes to the order must be communicated as soon as possible. Changes are subject to approval and may incur additional charges.

Cancellations: Orders can be canceled before manufacturing begins. The securing deposit is non-refundable even in the case of cancellations.

### 8. Intellectual Property

All designs and materials provided for the EDU-CARE uniforms are the intellectual property of Leaders Without Borders. Schools may not reproduce, distribute, or create derivative works from any materials without prior written permission from Leaders Without Borders.

### 9. Privacy and Data Protection

Information Protection: Leaders Without Borders is committed to protecting your personal information and the privacy of the students. We will not share personal information with third parties without consent, except as required by law.

Data Security: We employ industry-standard measures to ensure the security and confidentiality of all order-related data.

#### 10. Governing Law

These terms and conditions are governed by the laws of the country in which Leaders Without Borders is based. Any disputes arising from these terms will be resolved in the courts of that country.

#### 11. Acceptance of Terms

By placing an order, you acknowledge that you have read, understood, and agree to be bound by these terms and conditions.

### **Digital Sales Platform Terms and Conditions**

Welcome to the Leaders Without Borders Digital Sales Platform. By using our platform, you agree to comply with and be bound by the following terms and conditions. Please review them carefully before using our services.

#### 1. Introduction

These Terms and Conditions ("Terms") govern your use of the Leaders Without Borders Digital Sales Platform ("Platform"), including our products and services: Customer Relationship Management (CRM), Website Design and Hosting, Mini Leadership Courses, Marketing and Advertising, E-books, and Software Licensing.

#### 2. Products and Services

##### 2.1 Customer Relationship Management (CRM)

Our CRM product helps manage customer interactions, track sales, and streamline processes.

Licensing for CRM is provided on a subscription basis, with the terms detailed in the specific license agreement.

##### 2.2 Website Design and Hosting

We offer custom website design and hosting services.

Hosting services are subject to availability and performance standards as outlined in the service agreement.

##### 2.3 Mini Leadership Courses

Access to online leadership courses is provided through our Platform.

Course content is for individual use only and cannot be distributed without permission.

##### 2.4 Marketing and Advertising

Our marketing and advertising services include campaign creation, management, and analysis.

Specific terms for these services will be provided in individual contracts.

## 2.5 E-books

E-books are available for purchase and download from our Platform.

They are intended for personal use and cannot be resold or redistributed.

## 3. Software Licensing

Software licenses are granted for the use of our digital products, including CRM software.

Licenses are non-transferable and subject to the terms specified in the licensing agreement.

Users are prohibited from reverse engineering, decompiling, or otherwise attempting to derive source code from the software.

## 4. Payment Terms

Payments for products and services must be made in accordance with the payment terms provided at the time of purchase.

We accept various payment methods, including credit/debit cards and electronic transfers.

Subscriptions will be billed on a recurring basis as specified in the service agreement.

Late payments may incur additional fees and could result in the suspension of services.

## 5. Digital Product Access

Access to digital products (e.g., CRM, courses, e-books) is granted upon successful payment.

Access rights are non-transferable and are limited to the user who made the purchase.

Unauthorized sharing of access credentials is strictly prohibited.

## 6. Legal Action

In the event of a dispute, both parties agree to attempt to resolve the matter amicably before proceeding to legal action.

Any legal action arising out of these Terms shall be governed by the laws of the jurisdiction in which Leaders Without Borders is based.

## 7. Liability and Warranties

Our products and services are provided "as is" without any warranties, express or implied.

Leaders Without Borders is not liable for any direct, indirect, incidental, or consequential damages arising from the use of our Platform or services.

We do not warrant that our products and services will meet your specific requirements or that they will be uninterrupted, timely, secure, or error-free.

## 8. Termination

Either party may terminate the agreement for any reason with 30 days' written notice.



We reserve the right to terminate or suspend access to our Platform immediately, without prior notice or liability, for any breach of these Terms.

Upon termination, all rights granted to you under these Terms will cease.

## 9. Changes to Terms

We reserve the right to modify these Terms at any time. Changes will be effective immediately upon posting to our Platform.

Your continued use of the Platform following the posting of revised Terms constitutes your acceptance of the changes.

## 10. Contact Information

For any questions about these Terms, please contact us at [support@leaderswithoutborders.com](mailto:support@leaderswithoutborders.com).

## **Stokvel Travel**

Welcome to Leaders Without Borders Stokvel Travel! These terms and conditions outline the agreements between you and us, applicable when booking travel services with our consultants, either in-store, via phone or email, or through our online platforms. Kindly review these terms carefully prior to booking any travel arrangements. Your acceptance of these terms, along with the issuance of a confirmation invoice, constitutes a binding agreement between you and us.

In these terms, references to "FCTG South Africa," "us," "we," or "our" refer to Flight Centre Travel Group (Pty) Ltd, FCM Travel Solutions (Pty) Ltd, FCTG Corporate (Pty) Ltd, or any combination thereof, as context dictates. This includes various brands operating under these entities, such as Flight Centre Independents, Corporate Traveller, Flight Centre Holidays, Homegrown Holidays, and Travel Expo, all offering travel management services and related products.

### Understanding Your Contract

When booking travel through us, you enter into two agreements: one with us, outlined in these booking terms, and another with the provider of your travel service, for whom we act as an agent. The terms and conditions of the third-party service provider will also apply to your booking. By accepting these booking terms, you agree to be bound by both sets of terms. We rely on the authority of the person making the booking to act on behalf of all travelers included in the booking.

### Acting as Agent Only

We act solely as agents for third-party service providers, who are responsible for providing the travel services you book. While we strive to offer accurate information and assistance, we cannot guarantee the suitability or safety of any destination. We are not liable for any damages, losses, or injuries resulting from your travel, nor for any failures of third-party service providers to fulfill their obligations.

In the event of a third-party service provider's insolvency, we are not obligated to reimburse you unless required by South African Consumer Law.

## Pricing and Payment

All prices advertised are subject to availability and may change without notice. We will confirm the final price at the time of payment. Pricing errors may be corrected at any time, and we are not bound by erroneous prices displayed. Payment is required to secure your booking, with certain fares requiring full payment at the time of booking.

We accept various payment methods, each subject to specific terms and service fees. Please note that prices are quoted in South African Rand and may be subject to exchange rate fluctuations.

## Frequent Flyer

You are responsible for providing any frequent flyer details relevant to your booking. While we strive to ensure points accrual, we cannot guarantee this or confirm upgrade requests.

## Travel Documents

It is your responsibility to ensure that all travel documents, including passports, visas, and tickets, are accurate and valid. Please review all documentation carefully, and notify us immediately of any errors. Travel documents will be shared electronically prior to departure.

## Confirming Travel & Schedule Changes

You should confirm travel times at least 24 hours prior to departure through online check-in, mobile apps, or by contacting us or the third-party service provider directly.

## Cancellation or Changes

All cancellations or changes must be made in writing prior to departure and may be subject to penalties as per the third-party service provider's policy. We are not liable for any costs resulting from such changes.

## Refunds

Refunds are subject to the third-party service provider's policy and may be subject to a service fee. We will process refunds promptly, but processing times may vary.

## Impossibility of Performance

In certain circumstances beyond our control, it may be necessary to cancel travel arrangements. We will notify you promptly in such cases.

## Competitions

Competitions are subject to specific terms and conditions, outlined separately.

## Travel Insurance

We strongly recommend obtaining appropriate travel insurance to cover your needs. We are not liable for any losses incurred due to lack of insurance.

## Passports, Visas, and Health

It is your responsibility to ensure compliance with all passport, visa, and health requirements for your travel. We cannot be held liable for any issues arising from inadequate documentation or health precautions

## Travelling with Children

The Department of Home Affairs stipulates requirements for South African children under 18 years traveling internationally to and from South Africa. The ages of traveling children and infants must align with the travel dates. Additional requisites apply if a child travels with only one parent, neither biological parent, or unaccompanied. Failure to furnish this information during check-in may lead to denied boarding. Refer to the Department of Home Affairs website for details on minors traveling internationally: [\[link\]](#)

## Special Requirements

Discuss any special travel needs (e.g., seating, meals, bassinets) with your travel expert. While we can relay special requests, they're subject to confirmation by third-party service providers. Aeroplane seating preferences can be requested in advance, but the airline or service provider retains the right to amend seating arrangements until departure, potentially requiring payment for priority seating. Familiarize yourself with luggage allowances for your entire journey as some carriers may charge fees per bag.

## Single Discretionary Allowance

Acknowledgement of the South African Exchange Control Regulations stipulating the single discretionary allowance limit of R 1,000,000.00 for adults and R 200,000.00 for children under 18 years, annually. Your booking must not exceed this allowance.

## Tax

You're responsible for any additional taxes imposed by visited countries or cities, including local city or departure taxes. Some destinations may have additional charges like departure, hotel taxes, etc., payable locally. Plan to have sufficient local currency for such expenses. Declare personal items to the South African Revenue Services before departure.

## Social Media

Agreement to use our social media platforms (e.g., Facebook, Instagram) responsibly, refraining from defamatory, unlawful, offensive, or discriminatory content. We reserve the right to remove objectionable content without prior warning and may take legal action against violators.

## Feedback

Submit complaints or compliments to our customer experience team within 96 hours of returning from

travel. Third-party claims should be directed to the respective service provider. Report lost or stolen luggage to the airline before leaving the airport.

#### Privacy Policy

Consent to our Privacy Policy governing the handling of personal information. Your information may be disclosed to third parties involved in facilitating travel arrangements, both locally and internationally. Understand that overseas recipients may have different privacy laws. We reserve the right to monitor and disclose information as necessary.

#### General

In the event of legal action, the prevailing party is liable for legal fees. South African law governs disputes, with jurisdiction falling under the High Court of South Africa, Gauteng Local Division, Johannesburg. These terms constitute the entire agreement between the parties.

#### Acceptance

Agree to these terms by electronic acceptance, signing the attached Booking Form, or upon receipt of a confirmation invoice. You confirm legal capacity to agree and understand that your decision to book through us is voluntary and without coercion.