



# National Professional Teachers' Organisation of South Africa

## WESTERN CAPE

A trade union registered by the Registrar of Labour Relations on 1 November 2006

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### LEGAL

# Delivery Policy

How and when you receive what you booked.

The current version of this policy is published at [naptosawc.co.za/delivery-policy](https://naptosawc.co.za/delivery-policy).

Last updated: 20 October 2026 | NAPTOSA Western Cape

NAPTOSA Western Cape sells places at workshops, training and events for educators. They take place in person, online or both. We do not ship or post anything: everything you book is delivered by email, on our website or at the venue. We serve members and customers in South Africa. This policy forms part of our [Terms of Service](#).

## 1. Booking confirmation and receipt

- **Card and other online payments through PayFast:** your place is confirmed as soon as PayFast confirms your payment, and we email your confirmation and receipt straight away.
- **EFT payments:** after you book, the booking page shows our bank details and your booking reference, and we email them to you. Your place is confirmed once your payment reflects in our bank account and we match it to your reference. We email your receipt within 1 business day of the payment reflecting.
- **Free places and coupon codes:** your place is confirmed when you complete the booking form, and we email your confirmation.

Your confirmation shows the workshop, the date and time, the venue or online format, and your booking reference. Members can also see their bookings in the Workshops section of the member portal.

## 2. In-person workshops

The venue address, date and start time are on the booking page and in your confirmation. Please arrive in time to check in. If we change the venue or the time, we email you as soon as possible.

## 3. Online and hybrid workshops

We email the joining link at least 24 hours before the workshop starts. You need your own device and internet connection to join.

## 4. Certificates and CPTD points

Where a workshop carries SACE CPTD points or a certificate of attendance, we email your certificate within 10 business days after the workshop, once your attendance has been recorded. Members can also find their certificates in the Workshops section of the member portal.

## 5. If something does not arrive

If you have not received a confirmation, receipt, joining link or certificate within the time stated here, please check your spam or junk folder first, then email [infowc@naptosa.org.za](mailto:infowc@naptosa.org.za) or call [021 686 8521](tel:0216868521). Your booking reference helps us find your booking quickly.