

IDSK Refund and Cancellation Policy

Effective date: 14 August 2026

The Interior Design Society of Kenya (IDSK) aims to handle payments, cancellations and refunds fairly and transparently.

1. Membership Fees

Membership fees are generally non-refundable once an application has been approved and membership benefits have been activated.

A refund may be considered where:

- A duplicate payment was made.
- An incorrect amount was paid.
- IDSK declines the membership application.
- Membership benefits cannot be provided due to an error by IDSK.

2. Events, Conferences and Workshops

Cancellation requests must be submitted in writing.

- Requests received at least seven days before the event may qualify for a refund, less any non-refundable transaction or administrative charges.
- Requests received fewer than seven days before the event are generally non-refundable.
- Failure to attend an event does not qualify for a refund.
- A participant may request to transfer their registration to another eligible person before the event.

Different cancellation terms may apply where they are clearly stated on a specific event or registration page.

3. Event Cancellation or Rescheduling

If IDSK cancels an event, participants may choose between:

- A full refund of the amount paid; or
- Transfer of the payment to another IDSK event or programme.

If an event is postponed or rescheduled, existing registrations will remain valid for the new date. Participants unable to attend the new date may request a refund within the period communicated by IDSK.

IDSK is not responsible for travel, accommodation or other personal expenses incurred by participants.

4. Sponsorships, Partnerships and Exhibition Packages

Sponsorship, partnership and exhibition payments are governed by the applicable agreement, quotation or invoice.

Payments may become non-refundable after IDSK has:

- Reserved event space or programme capacity.
- Published the organisation's name or logo.
- Produced branded materials.

- Started delivering agreed promotional or partnership benefits.
- Incurred costs connected to the engagement.

Any approved refund may be reduced by costs already incurred by IDSK.

5. Courses and Training

Course and training cancellation terms will be stated during registration. Where a participant has already accessed learning materials, attended a session or received programme resources, the applicable fees may be non-refundable.

Where IDSK or its delivery partner cancels a course, participants will be offered a refund, credit or transfer to another available intake.

6. Duplicate and Erroneous Payments

Duplicate or erroneous payments should be reported within seven days. Once verified, the excess amount will be refunded using the original payment method where possible.

7. Refund Requests

Refund requests must be submitted to:

Email: mail@idsk.or.ke

The request should include:

- Full name
- Email address and telephone number
- Payment date and amount
- M-Pesa transaction code or other payment reference
- Event, membership or programme concerned
- Reason for requesting the refund

Approved refunds will normally be processed within 14 business days. Bank, M-Pesa or payment-processing charges may be deducted where applicable.

8. Statutory Rights

Nothing in this policy limits any rights or remedies available under applicable Kenyan law, including the Consumer Protection Act.

9. Policy Updates

IDSK may update this policy when its programmes, payment methods or operational requirements change. The version published on the IDSK website will apply from its stated effective date.