

TERMS AND CONDITIONS OF BOOKING

Training Delegates

Last updated: 25.06.2026

These Terms and Conditions apply to all bookings for training courses delivered by **Convenzis Group Ltd** (“we”, “us”, “our” or “the Company”).

1. Definitions and Booking

1.1 Definitions

In these Terms and Conditions:

- **Booking** means a confirmed booking for a Training Course.
- **Booking Organisation** means the employer, NHS Trust, company or other organisation making or funding a Booking.
- **Confirmation** means our written acceptance of a Booking, which may be by email or invoice.
- **Customer** means either the Booking Organisation or, where a Delegate is self-funding, the Delegate.
- **Delegate** means the person named to attend the Training Course.
- **Fee** means the fee stated at the point of booking or otherwise agreed in writing.
- **Training Course** means the training, workshop, programme or course provided by the Company.

1.2 Formation of contract

A Booking becomes binding when we issue a confirmation. These Terms and Conditions form part of the contract between the Company and the Customer.

1.3 Accuracy of booking information

The Customer is responsible for ensuring that all information provided during booking is accurate, including the Delegate’s name, email address, organisation, invoicing details and purchase order number where applicable.

1.4 Changes to these Terms

We may update these Terms and Conditions from time to time. The version in force on the date of Confirmation will apply to the relevant Booking unless we agree otherwise in writing.

2. Fees and Payment

2.1 Fees

The Fee payable is the amount shown at the point of booking or otherwise agreed in writing with the Customer. Unless expressly stated otherwise, all Fees are exclusive of VAT.

2.2 Organisation-funded bookings

Where a Booking Organisation is funding the Booking, the Booking Organisation is responsible for payment of the Fee, even where the Delegate later leaves its employment or does not attend the Training Course.

2.3 Self-funded bookings

Where a Delegate is self-funding, the Delegate is personally responsible for payment of the Fee.

Self-funded Delegates must pay the full Fee at the point of booking unless we have expressly agreed an alternative payment arrangement in writing. Where a deposit has been agreed, the remaining balance must be paid by the due date stated on the invoice.

2.4 Invoicing and payment terms

Invoices are issued upon Confirmation.

Unless otherwise agreed in writing:

- invoices must be paid within 30 days of the invoice date; and
- where a Training Course starts within 28 days of the invoice date, the invoice must be paid in full before the Training Course begins.

A purchase order number may support the invoicing process but does not remove or reduce the Customer's obligation to pay the Fee.

2.5 Payment methods

Payment may be made by BACS, card, cheque or another method agreed by us in writing. A £5 administration charge may apply to payments made by cheque.

2.6 Late payment

For organisation-funded Bookings, we reserve the right to charge interest on overdue sums at a rate of 8% per annum above the Bank of England base rate, together with reasonable costs incurred in recovering overdue sums, where permitted by law.

2.7 Non-attendance

The full Fee remains payable where a Delegate has a confirmed Booking but does not attend the Training Course, except where cancellation rights apply under clause 3.

3. Cancellations, Transfers and Substitutions

3.1 Cancellation by organisation-funded customers

Organisation-funded Bookings may be cancelled in writing within seven calendar days of Confirmation without charge.

After this period, the full Fee remains payable. This is because places, trainers, venues, course materials and administration are committed in advance of the Training Course.

3.2 Cancellation by self-funded Delegates

Where a self-funded Delegate books online, by telephone or by email, they may have statutory cancellation rights. Nothing in these Terms affects those rights.

Subject to applicable statutory rights, self-funded Bookings may be cancelled in writing within 14 calendar days of Confirmation without charge.

Where a self-funded Delegate asks us in writing to begin providing services within the 14-day cancellation period, they may be required to pay for any services already provided before cancellation. Where the Training Course has been fully delivered during that period following the Delegate's express request, statutory cancellation rights may no longer apply.

3.3 Cancellation after the applicable cancellation period

After the cancellation period set out above, no refund will be provided unless we agree otherwise in writing or the Customer has statutory rights that apply.

3.4 Transfer to another course date

A Customer may request to transfer a Delegate to an alternative date for the same Training Course, subject to availability.

- Transfer requests must be made in writing at least six weeks before the original Training Course date.
- Only one transfer is permitted per Booking.
- A transfer does not create a new cancellation period.
- If the alternative Training Course carries a higher Fee, the Customer must pay the difference before the transfer is confirmed.
- Where the Customer cancels a transferred Booking, no refund will be due, subject to applicable statutory rights.

Transfer requests received less than six weeks before the Training Course date will be considered at our discretion.

3.5 Cancellation within seven days of the Training Course

Cancellations are not permitted within seven calendar days of the Training Course start date. The full Fee remains payable.

3.6 Delegate substitution

The Customer may substitute a Delegate for another suitable attendee on the same Training Course without charge.

Where substitution takes place within 24 hours of the Training Course start time, the Customer is responsible for ensuring that the substitute Delegate receives all relevant registration details, joining instructions, course materials and access links.

4. Changes, Postponement and Cancellation by the Company

4.1 Changes to Training Courses

We may make reasonable changes to the Training Course, including changes to the trainer, speaker, timetable, content, venue, delivery format or platform, provided that the overall nature and standard of the Training Course is not materially reduced.

4.2 Cancellation or postponement by the Company

Where we cancel or postpone a Training Course, we will offer the Customer one of the following:

- a place on a rescheduled Training Course;
- a transfer to an alternative Training Course of equivalent value; or
- a refund of the Fee paid for the cancelled Training Course.

We are not responsible for travel, accommodation, subsistence or other costs incurred by the Customer or Delegate in connection with a Training Course.

4.3 Force Majeure

We will not be liable for delay, cancellation or failure to perform our obligations where this results from circumstances beyond our reasonable control.

These circumstances may include severe weather, fire, flood, industrial action, transport disruption, war, terrorism, civil disturbance, pandemic, public health emergency, government action, venue closure, technology failure, supplier failure or any other event outside our reasonable control.

Where a Training Course is affected by Force Majeure, we will use reasonable efforts to offer a transfer, credit or alternative date. Where this is not reasonably possible, we will refund any Fee paid for the affected Training Course.

5. Delegate Conduct and Course Participation

5.1 Delegate conduct

Delegates must behave professionally and respectfully towards trainers, speakers, staff and other attendees.

We reserve the right to remove a Delegate from a Training Course where their conduct is disruptive, abusive, unsafe, discriminatory, unlawful or likely to damage the experience of other attendees. No refund will be provided in these circumstances.

5.2 Online attendance

For online Training Courses, the Delegate is responsible for ensuring they have suitable internet access, equipment and software to participate.

We are not responsible for failure to access an online Training Course where this is caused by the Delegate's equipment, internet connection, IT restrictions or failure to follow joining instructions.

6. Intellectual Property and Course Materials

6.1 Ownership

All Training Courses, course content, presentations, recordings, materials and associated intellectual property rights remain owned by or licensed to the Company.

6.2 Permitted use

Delegates may use course materials for their own personal learning and internal work purposes only.

Delegates must not copy, reproduce, distribute, share, publish, amend, sell, licence, record or use course materials for commercial purposes without our prior written permission.

6.3 No recording

Delegates must not record any Training Course, whether in person or online, without our prior written consent.

7. Liability

7.1 Matters we cannot exclude

Nothing in these Terms excludes or limits liability for:

- death or personal injury caused by our negligence;
- fraud or fraudulent misrepresentation; or

- any other liability that cannot lawfully be excluded or limited.

7.2 Limitation of liability

Subject to clause 7.1, our total liability arising in connection with a Booking will not exceed the Fee paid or payable by the Customer for the relevant Training Course.

7.3 Excluded losses

Subject to clause 7.1, we will not be liable for any indirect or consequential loss, loss of profit, loss of revenue, loss of business, loss of opportunity, loss of goodwill or reputational damage.

7.4 No guaranteed outcomes

Training Courses are provided for learning and development purposes. We do not guarantee any particular outcome, qualification, promotion, employment opportunity, commercial result or organisational improvement unless expressly agreed in writing.

8. Data Protection

We will process personal data in accordance with our Privacy Policy and applicable data protection legislation.

The Customer is responsible for ensuring that it has authority to provide the Delegate's personal data to us for the purposes of administering the Booking and delivering the Training Course.

9. General

9.1 Severance

If any provision of these Terms is found to be invalid, unlawful or unenforceable, that provision will be treated as deleted to the extent necessary. The remaining provisions will continue in full force.

9.2 No waiver

A failure or delay by either party to enforce any right under these Terms does not waive that right.

9.3 Third-party rights

No person other than the Company, the Customer and the Delegate has any right to enforce these Terms.

9.4 Governing law and jurisdiction

These Terms and Conditions are governed by the laws of England and Wales.

The courts of England and Wales shall have exclusive jurisdiction to settle any dispute arising from or in connection with these Terms and Conditions.

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Call : 0161 820 0631

Signed: _____

Date: _____