



## TERMS & CONDITIONS OF BOOKING (Delegates)

**1 Introduction** 1.1 In these Terms and Conditions “the Company” means Convenzis Group Ltd and “the Delegate” means the person attending the event.

1.2 Bookings placed with the Company shall not be confirmed until payment has been received at which time this will constitute a contract when the Delegate.

1.3 The Company and the Delegate acknowledge that these Terms and Conditions have been given due consideration and that they are considered reasonable and fair to both parties.

1.4 The Company reserves the right to revise these Terms and Conditions from time to time.

**2 Payment/fees** 2.1 The amount you pay to us is the fee described at the point of booking unless we have agreed a fee with you.

2.2 All payments to the Company shall be made without any set off, deduction, withholding or counterclaim.

2.3 Accounts are strictly net unless otherwise stated.

2.4 We can issue an invoice to you if requested. Invoices must be paid within 30 days of invoice date except where the event is within 28 days when the invoice must be paid before the event commences.

2.5. The full fee remains payable where a Delegate is confirmed and does not attend. In this instance we are unable to provide a refund.

2.6 The Company reserves the right to charge interest on overdue accounts at eight percent above the base lending rate in force at the time the account becomes overdue. The Delegate is liable for all collection and litigation costs and fees if the Company instructs a third party or litigation to collect non-payment of the invoice.

2.7 Payment can be made by BACS, Card, or Cheque. Payments made by cheque incur a £5 processing fee.

2.8 Are you relying on trust funding for this course? Yes/No. If so, has this already been approved? Yes/No

At the time of enrolment, if the above question has received an answer of Yes, then the company holds responsibility for payment, regardless of whether the individual is still employed there when payment is due. Conversely, if the answer has been No, the individual is accountable for the entire payment, regardless of their current employment status at the time of booking.

**3 Transfer and Cancellation** If a delegate wishes to cancel attendance, the refunds available will vary depending upon the notice given:

Thank you for considering our training course. We are committed to ensuring that all participants have a positive and successful learning experience. As part of this commitment, we have established the following terms and conditions.

Participants are permitted to change which session they attend at any time up until 6 weeks prior to the scheduled session, however, any changes made after this period may result in the loss of funds paid for the original session.

Our cancellation policy allows for a 7 day grace period commencing from the date of invoice being sent. Within this timeframe, participants retain the option to cancel the booking without incurring any associated charges or penalties. Kindly note that cancellations initiated beyond this stipulated 7 day period will be subject to full payment of invoice.

Please note that this policy is in place to ensure that we can effectively manage our training courses and provide the best possible service to all participants. We appreciate your understanding and cooperation in adhering to these terms and conditions. If you have any questions or concerns regarding this policy, please do not hesitate to contact us.

Where a delegate chooses to transfer to another event, only one transfer is permitted. If the transfer option is chosen, the delegate will not be entitled to a refund where they later cancel.

**Delegate Substitution** You can substitute delegates on the same event without charge. If you substitute within 24 hours, it is your responsibility to ensure that the substitute delegate has the registration, joining instructions or connection details where these are appropriate.

**4 Cancellation by the Company** 5.1 Where the Company is forced to cancel an event where the cancellation is beyond its control, including

Force Majeure, it will provide full refunds to delegates unless they wish to transfer to another event. Such a transfer will be free of charge.

5.2 Force Majeure – The Company identifies Force Majeure as being any act outside the Company’s control which means the Company is unable to hold the Event such as: acts of god, danger of war, fire or severe disturbances affecting the organisation, venue or its suppliers, pandemic, regional or national public health or safety incident/matter.

**5 Intellectual Property** 6.1 The Company owns and/or controls the Event and all existing and future intellectual property rights attaching to the Event including without limitation copyright, registered and unregistered trademark and design rights and the accompanying goodwill thereto (“the property rights”) and agrees that the Delegate has no right, title or interest thereto save as licensed hereunder and as outlined in 6.2.

6.2 Delegates may refer to any event materials provided to them for their own purpose including their job. Delegates are not permitted to copy, share, amend or otherwise use these materials without permission.

**6 Liability Limits** 7.1 Except in the case of death or personal injury, the Company’s liability under these Terms and Conditions is limited to the amount of the delegate fee.

7.2 The Company is not liable for any indirect or consequential loss, any economic loss, or damage to goodwill suffered by the Delegate and arising out of any breach by the company of any term of these Terms and Conditions, any negligence or otherwise.

**7 Governing Law** These Terms and Conditions are subject to and governed by the laws of England and Wales and the Delegate and the company shall submit to the jurisdiction of the English Courts.