

## Training TERMS AND CONDITIONS

The following terms and conditions apply to all companies, persons or other entities (“you”) that are attending any Training (“Training”) organised by Sociable Lift (“we” or “us”). Please ensure you have read and understand the following:

### 1. Acceptance of terms and conditions

By completing the registration form for a particular Training, you are agreeing to the terms and conditions set out below (“Terms”) and they will be incorporated into the contract between us (“Contract”). You will ensure that your employees, partners, agents, contractors, subcontractors and any other person attending the Training on your behalf shall comply with these Terms. The Contract is formed when we send you a booking confirmation.

### 2. Payment

The fee for attending the Training (“Registration Fee”) will be as stated on the registration form for the relevant Training. Prices are exclusive of VAT except where expressly stated otherwise. All payments for the Registration Fee must be made in full at the time of completing the registration form and in any event prior to the date of the Training. If payment is not received within 7 days of your registration, your registration will be cancelled and the payment of any refund will be at our complete discretion. Payment will be made via Paypal or directly to our bank account, as notified to you. We reserve the right to run price promotions as we think fit.

### 3. Refunds

All tickets for the Training shall be non-refundable except as set out in paragraphs 4 and 5 below. However, if you are unable to attend the Training for any reason you may email us at [Daniella@SociableLift.com](mailto:Daniella@SociableLift.com) to provide us with the name of a substitute to attend the Training on your behalf and on receipt of this email we shall make such substitution and allow the substitute access to the Training. We may at our discretion charge an administration fee of up to EUR 50 for making such substitution.

### 4. Cancellation

- 4.1 If you need to cancel the Training, please email us at [Daniella@SociableLift.com](mailto:Daniella@SociableLift.com) as soon as possible.
- 4.2 You will receive a full refund if you cancel the Training up to 31 days prior to the date of the Training.
- 4.3 When cancelling between 15 and 30 days prior to the date of the Training you will receive a refund of 50%.
- 4.4 You will not receive a refund if you cancel the Training within 14 days prior to the date of the Training.
- 4.5 There may be circumstances in which we need to cancel the Training. In such circumstances, we will provide you with a full refund of the amount of the Registration Fee that you have paid to us and we will make every effort to provide you with such refund within 60 days of the date of cancellation.

### 5. Postponement or change to venue

There may be circumstances in which we need to postpone the Training or change the venue at which Training is to be held and if we do, we shall advise you of this as soon as we possibly can. If the postponement is for more than 6 months after the publicised date of the Training or the replacement venue is more than 50 km. away from the publicised venue, you may cancel your ticket by emailing us at [Daniella@SociableLift.com](mailto:Daniella@SociableLift.com) and we shall provide you with a full refund.

## **6. Liability and Disclaimer**

Our sole liability in relation to any cancellation, postponement or change of venue shall be limited to the price paid by you for such Training and we shall not be liable under any circumstances for any consequential losses.

In providing this Training, no person is acting as your solicitor or providing you with legal advice. We are providing you with Training and guidance.

## **7. Your obligations**

If you act in any way which in our opinion is likely to cause any harm or nuisance to any person at the Training, you will be required to leave the Training and we shall not be liable to refund your Registration Fee or any other payment.

You must comply at all times with the health and safety policy of the venue. You must comply with all requests from us or the venue with regard to health and safety and failure to do so will result in you being asked to leave the Training (in which case no refund will be provided). You may not bring any equipment or items of a hazardous or dangerous nature to the Training.

You shall not cause any damage to any part of the venue (including outside areas, and all inside walls, flooring, fixtures and fittings). You are solely liable for any damage caused by you, your employees, contractors, sub-contractors and agents to any such area of the venue and shall fully reimburse us in relation to any damage so caused.

You must keep your personal belongings with you at all times and we accept no liability for any damage to, loss of or theft of any of your belongings or other items brought to the Training by you.

## **8. Promotional materials and materials at the Training**

You agree that we may include your details in any promotional materials relating to the Training and/or any materials used at the Training. We are not liable for errors or omissions contained in such information.

Unless otherwise stated, the copyright for any such promotional materials and any materials used at the Training (including course notes, slides, brochures, articles and case studies) belongs to us and may not be reproduced in any medium without our prior written consent.

You may use such materials for your own business purposes only and may not reproduce, publish or deal with such materials in any way for any commercial use.

We reserve the right to change the published programme (including the publicised speakers) or materials as we think fit.

## **9. Photography and filming**

We may wish to photograph or film the Training and reserve the right to do so for the purposes of promoting future Trainings or otherwise. You consent to us (or any other person attending the Training) photographing or filming you and any persons attending the Training with you. You may not photograph or video the Training without our prior consent.

## **10. Data protection**

We will communicate with you using the contact details provided on the Registration Form for the purposes of the Training. We shall be entitled to pass on all of your contact details to the Training contractors.

**11. Tickets**

We shall not send you tickets for the Training. We will have your name on the attendee list and if you have paid the Registration Fee you shall be provided with access to the Training.

**12. Travel and accommodation**

You shall be responsible for making and paying for your own travel and accommodation arrangements to and from the Training. If you are late at the Training or prevented from attending the Training due to travel delays or any other circumstances, we shall not be obliged to provide you with a refund or to wait to start the Training until you arrive.

**13. Limitations of Liability**

Whilst every reasonable precaution is taken by us to ensure security and safety at the Training, we shall not in any way be liable for any loss or damage suffered by you whatsoever in relation to the Training.

Our total liability for any matter arising out of the Contract shall in all circumstances be limited to the price paid by you for the Training and we shall not in any circumstances be liable to you for any consequential loss whatsoever.

**14. Governing law**

These Terms shall be governed by Dutch Law and you hereby submit to the exclusive jurisdiction of the Dutch Courts.