

## De Montfort University Terms & Conditions

1. Bookings will only be confirmed after a completed booking form and full payment has been received.
2. We reserve the right to refuse admission to any delegate whose fees have not been paid in full prior to the commencement of the event.
3. If you cancel the booking then, subject to clause 4, refunds will be made as follows: -
  - (a) If the cancellation is made at least 12 weeks prior to the commencement of the course then the refund will be 50% of the total course fee.
  - (b) If the cancellation is made at least 4 weeks but less than 12 weeks prior to the commencement of the course then the refund will 20% of the total course fee.
  - (c) If the cancellation is made less than 4 weeks prior to the commencement of the course then no refund will be made.
4. For closed events only a further charge may be made, if you cancel an event, to cover expenses incurred by us to third parties to the extent that these are not covered by the fees retained in accordance with clause 3 above. Our reasonable estimate of these expenses will be final and binding.
5. You may substitute one delegate for another at any time without charge.
6. The right is reserved to make alterations to the programme and/or the speakers without notice.
7. If we cancel the event then we will endeavour to give you as much notice as reasonably possible. In this situation, we shall have no liability to you other than to refund your course fees in full. In particular, we shall have no liability for any costs, claims, damages or expenses arising out of any tortuous act or omission or any breach of contract

calculated by reference to profits, income, production or by reference to accrual of such costs, claims damages or expenses on a time basis.

8. Value added tax is due on event fees at the prevailing rate.
9. These terms and conditions apply to the exclusion of any other terms and conditions contained or referred to in any communication sent by you.
10. All copyright in the course materials is reserved and may not be copied or distributed or made available to any other person.
11. Notwithstanding any provisions of these conditions, we shall not be responsible or liable for any delay in performance arising from acts or events beyond our control which will include but shall not be limited to acts of God, third party lock outs or other industrial disputes or action, riots, acts of war, epidemics, emergencies, acts or omissions of government or other government authorities, fire, postal or delivery failures or delays or natural disasters.
12. Unless otherwise indicated by you on the booking form, we may use personal data about you for the purpose of customer administration, marketing and selling, public relations and external affairs, management of agents and intermediaries, business and technical intelligence, research and statistical analysis and accordingly data may be disclosed to agents, intermediaries and other third parties.
13. These conditions embody the entire agreement between us and supersede all previous communications and agreements with respect to its subject matter.
14. You acknowledge that you have not entered into the booking in reliance upon any representation made by us.
15. No modifications shall be binding on us unless made in writing and signed by an

authorised representative.

16. Our failure to insist upon exact performance of any provisions of these conditions shall not be construed as the waiver of any subsequent default of a similar nature.
17. Any legality or invalidity of any parts of these conditions shall not affect the legality or the validity of the remainder.
18. This agreement shall be interpreted in accordance with English law and shall be subject to the exclusive jurisdiction of the English courts.