

## TERMS AND CONDITIONS

### General terms and conditions

*Governance International* does not accept provisional bookings. All bookings are accepted on the basis that they are firm bookings and subject to the conditions below.

Please note that **payment must be received at the latest prior to the first day of the event.**

### If you have to cancel

Cancellations of a *Governance International* training course and event must be made in writing by notifying *Governance International* by email (info@govint.org). Cancellations via telephone cannot be accepted.

### Our refund policy is as follows:

- Full refund or cancellation of invoice as appropriate, if cancellation is at least one month before the event. An administration charge of £20 will, however, be made.
- 50% of payment due if cancellation is between one month and two weeks before the event.
- We regret that full payment is due if cancellation is less than two weeks before the event.
- Delegate substitutions are allowed but an administrative fee of £20 may be charged if substitution is made less than 5 working days before date of event.

### If we have to make changes or cancel

It may be necessary for reasons beyond the control of *Governance International* to alter the content and timing of the programme or the location of any event.

In this event, *Governance International* reserves the right to transfer this booking to another similar or equivalent event to be held in the next 12 months or to provide a credit for *Governance International* events for a 12 month period. Should *Governance International* be unable to provide a similar or equivalent event in the next 12 months a full refund will be made.

If for any reason beyond the control *Governance International*, the venue or speakers have to be changed or if the event is cancelled because of an act of terrorism, industrial action (including transport) or due to acts of God or extreme weather conditions, *Governance International* will attempt to reschedule the event; however the client hereby indemnifies *Governance International* against any and all costs, damages and expenses, including legal fees, which are incurred by the client in this case.

## CONTACT

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