

LagoLearn Ltd  
252 High Street, Aldershot, UK  
GU12 4LP  
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Last updated: 28 April 2017

## **Booking Terms and Conditions for LagoLearn Ltd Events.**

### **Contract Terms**

LagoLearn Ltd (hereafter referred to as LL) agrees to provide services to delegates with the following terms and conditions. In these terms and conditions the 'service' means the Continuing Professional Development (hereafter referred to as CPD) event that you have booked with LL as per the event booking system.

#### **1) Provision of CPD Events**

LL will aim to provide the booked CPD in accordance with the advertised dates. However, events may need to be cancelled or agendas changed due to unforeseen circumstances (see section 3 for further details).

#### **2) Payment**

Payment is to be made in full, in advance of all CPD provision via the LL website and booking system. This can be made by the individual or by another member of the delegate's workplace. It is the delegate's responsibility to ensure that full authorisation has been given by the relevant staff member before making the payment. VAT will be charged for all applicable transactions.

#### **3) Cancellation**

All cancellation requests must be made via email (contact@lagolearn.com) and confirmation of receipt must be obtained. You have the right to withdraw a CPD event booking within 14 days of the date that you booked it without charge, unless it contravenes any of the following conditions, then cancellation charges will apply:

*i) If the CPD event booked takes place within 14 days of your booking*

**OR**

*ii) If you cancel your CPD event more than 14 days after you made the booking*

##### **3.1) Such cancellations are subject to the following terms:**

*i) Cancellations made up to 28 days prior to the date of the CPD event booked will receive a 50% refund of the fees.*

*ii) Cancellations made 14 days or less prior to the date of the CPD event booked will not receive a refund but will receive a voucher for a 50% discount on future CPD event fees that can be used for any LL event (the new CPD event must be booked and attended within a 12 month period of the original CPD event date and is not valid with any other promotional rates).*

*iii) Alternatively, delegates may substitute another person to take their place providing they provide the new contact details to LL at least 48 hours before the CPD event date.*

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**3.2) LL will take all reasonable measures to prevent cancellation of CPD events and commits to:**

- i)* Finding appropriately qualified replacement speakers to deliver the same lecture or a different lecture on the same topic.
- ii)* If a LL event has to be cancelled (after bookings have been accepted) for any reason outside of the remit of liability (please see below) a full refund will be issued. However other expenses incurred by delegates, including but not limited to, any pre-booked travel expenses are excluded.
- iii)* LL reserves the right, under exceptional circumstances, to change the venues, dates or speakers of the CPD event. If such circumstances arise, LL will endeavour to give maximum possible notice to delegates.

**4) Liability**

LL are not liable and will make no refunds for any circumstance or matters beyond our reasonable control, including, but not limited to exceptional or unusually severe weather, transport and industrial disputes, flood, fire or disruption of electricity supply, war and acts of local or central government which may breach the contract between ourselves and delegates. Any notice required or permitted to be given by either party under this contract must be done via email addressed to the other party at its main email contact address and confirmation of receipt of email must be obtained. If any term of this contract is judged to be invalid or unenforceable in whole, or in part, the validity of the other provisions of this contract and the remainder of the provision in question shall be unaffected.

**5) Delegates should note the following Terms and Conditions before booking LL CPD Events:**

- The delegate agrees to pay upfront for the CPD in full via the LL website and booking system.
- All cancellations by delegates must be made via email and may be subject to cancellation fees.
- Any claims for refunds should be made via email to the main LL contact email address.
- Confirmation of receipt of all email correspondence must be obtained. LL will endeavour to reply to all emails within 3 working days.
- LL reserves the right to cancel the delegates booking if payment has not been received, a refund has been requested or there has been a problem with the transaction.
- Personal possessions are the responsibility of the delegates at all times and vehicles are parked at the delegates own risk at all venues. LL will not accept any liability for any loss incurred or damage to vehicles or personal possessions.
- LL reserves the right to make changes to lectures and agendas without notifying delegates.
- LL reserves the right to use audio, photo and video recording devices at any event. These recordings may contain images and audio of any attending delegates. LL reserve the right to use these recordings as they see fit and will not pay any fee, or give credit to, any delegates shown.

**These Terms and Conditions together with the booking and full payment constitute the agreement between LL and the delegate.**