

Training Courses Terms and Conditions

Service provider: TrueEight Business Improvement Consulting

Contact us: info@trueeightconsulting.com or visit www.trueeightconsulting.com

How we may contact you: If we have to contact you, we will do so by writing to you at the email address provided when registering for a training course.

How we will accept your booking: Our acceptance of your booking will take place when we send you an acceptance email, at which point a contract for services will come into existence between you and us. If we are unable to accept your order, we will inform you of this in writing and will not charge you for the service.

Changes of training courses: Every effort is made to ensure that the training course is delivered as planned. However, it may become necessary for TrueEight Business Improvement Consulting to make changes or even cancel a training due to lack of demand, sickness, weather conditions or other unforeseen events. TrueEight Business Improvement Consulting will endeavour at all times to keep such changes to a minimum and to keep the customer informed appropriately. In the case TrueEight Business Improvement Consulting is forced to cancel a training course, attendees who have paid the course fee will get a full refund.

Payment: The price of a course is given on the event description and in the acceptance email. The training course must be paid for in full at least 14 working days before the start of the course. When a course is booked within 14 working days of the start of the course, immediate payment is required. Payments details are included in the acceptance email.

Cancellation of a course by the attendee: Cancellation of a training course by the attendee has to be done by email to the address info@trueeightconsulting.com. This means you will have ended the contract with us to provide the course. In the event of cancellation the following charges apply within these periods: a. 14 days or less before the first day – 100% payment due b. 31-15 days before the first day of the course – 50% payment due c. 32 days or more before the first day of course – full refund given.

Change of attendees: No charge is made if a substitute person wishes to replace the original attendee. Please inform us via email of any change to the original booking.

Transferring of bookings. If a delegate wishes to transfer a booking to a later course there will be an administrative charge of 25% of the course fee if the change is made within 14 days of the original course date. If that transfer is then cancelled and/or the delegate fails to attend, the full course fee remains payable.

The course materials: Course material is provided in the format of a PDF file that is sent to the attendee before the course start. All course material is in English, also for the training courses that are given in spoken Swedish. No printed material will be provided. All course material and the information found therein (text, images, audio, video, logos, models, tools etc.) constitute proprietary intellectual property of TrueEight Business Improvement Consulting or third party, and may not be used, duplicated or reproduced in whole or in part without prior written consent of the owner thereof. The course material that the attendee receives is for personal usage only.