



# General terms and conditions for courses and events



## 1. General

Noventum Service Management Consultants offer various courses and events like Service Innovation Projects and conferences. All of these can be conducted on-site, online as well as virtually. In all cases, the following terms and conditions will apply in addition to our general Terms & Conditions, unless otherwise has been agreed in written.

## 2. Payment

- 2.1. Payment must be made prior to the commencement of the course or event.
- 2.2. Your place is only guaranteed once payment has been accepted.

## 3. Cancellation/Reschedule by Customer

- 3.1. Class registrations are not confirmed until billing/registrant information received in full.
- 3.2. Customer request to cancel or reschedule must be submitted via email with the word Cancellation in the subject line to the email address [registrations@noventum.eu](mailto:registrations@noventum.eu). You are responsible for ensuring that Noventum Service Management Consultants receives the written request. Noventum Service Management Consultants will reply with a written acknowledgement via email. Cancellations are not accepted by telephone.
- 3.3. Customer may substitute registered attendee(s) without charge.
- 3.4. Customer request for cancellation must be received by Noventum Service Management Consultants at least 2 full months prior to scheduled start date in order for customer to receive a full refund/credit of registration fees paid.
- 3.5. Cancellation requests less than 2 months prior to the start date are billed as follows:
  - a. Less than 2 month prior to the start date: 35% of the registration fee
  - b. Less than 1 month prior to the start date: 60% of the registration fee
  - c. Less than 2 weeks prior to the start date: 100% of the registration fee
- 3.6. For customer requests for rescheduling no refund will be granted and all fees attributable to the event or course will be due in full.
- 3.7. A new date of a same course or event must be chosen at the time of rescheduling, for which customer will register at the same time. This new date will be within one year after the original start date.
- 3.8. For the registration for the new date, the following fees will apply, depending on the date of customer request to reschedule:
  - a. 1 month or more prior to the original start date: No additional fee
  - b. Less than 1 month prior to the original start date: 25% of the new fee



- c. Less than 2 weeks prior to the original start date: 50% of the new fee
- 3.9. No shows to class will be billed the full registration fee.
- 3.10. This cancellation policy applies to both onsite and virtual courses and events. For virtual courses or events which contain multiple sessions, registrants shall not be permitted to make-up missed sessions.

#### **4. Cancellation by Noventum**

- 4.1. Noventum Service Management Consultants reserves the right to cancel any course or event course due to insufficient enrolment by providing notice to customer at least 7 calendar days prior to scheduled commencement date.
- 4.2. In the event of cancellation by Noventum Service Management Consultants, customer may elect to receive a full refund of registration fees paid or credit toward alternative course(s) or event(s).
- 4.3. Noventum Service Management Consultants will not be responsible for non-refundable tickets purchased or reservations made by customer.
- 4.4. If an event is cancelled by Noventum Service Management Consultants due to circumstances beyond its reasonable control (e.g. weather, natural disaster), the Customer is entitled to a full class credit which must be used within 3 months of the date of the original course or events for another course or event offered by Noventum Service Management Consultants.