

Please read the following terms and conditions so that you fully understand what is required of you and what you can expect from us (NOI Events Ltd). By booking a course with us you are agreeing with the following terms and conditions. If you have any questions about these terms please do not hesitate to contact us.

IMPORTANT NOTE: The purchase of any course is a business to business (trade to trade) contract whereby the following terms and conditions apply.

Booking - The full course fee is due at the time of booking except if you are being funded and have a purchase order. In such cases, once we have the purchase order an invoice will be issued and you will be booked on the course. We cannot invoice your employer without a purchase order number. You are not booked on the course until payment or purchase order is received. A contract will exist as soon as we issue your course confirmation email. A certificate of attendance will be issued once you complete the course AND course fees are paid in full.

Price - Prices quoted are per person include any VAT. Prices do not include travel to and from the course, accommodation or lunch unless otherwise stated. It must be assumed that all payments received will be debited from your account within 5 working days.

NOI Events Ltd Cancellation and Substitution Policy

The following policy has been written to balance the requirements of individual participants, the NOI teachers and NOI Events Ltd as a business, the following are non-negotiable with respect to individual circumstances. As the Director I emphasise this to release our staff from having to make a judgement as to one individual being more deserving than another. In addition, we offer the opportunity for you to find an alternate to your place or transfer to a later course of the same value, details of this are included below. We would politely ask that you do not ask for a refund based on your individual circumstances as we will refer you back to our cancellation, transfer and substitution policy.

Substitution - If you are able to provide a substitute to your course place we will change you over free of charge. If no suitable replacement is offered by you and if the course is full with a waiting list, we will assist in trying to find a replacement, but if none is found, this will be treated as a late cancellation and the below charges will apply. The key responsibility to finding a replacement is yours and not NOI Events Ltds.

Transfers - You may transfer your place to the same course on another date or another course/s up to the same value.

Cancellations are subject to the following cancellation fees or our standard admin fee**, whichever is the greater. Fees paid will be refunded less the following charges.

Cancellation Fees

Cancellations received greater than 4 weeks before the course start date* the cancellation fee is our standard admin charge**

Cancellations received 2-4 weeks before the course start date* the cancellation fee is 50% of the total paid.
Cancellations received under 2 weeks before course start date* the cancellation fee is 100% of the total paid.

If no notice is given or you fail to attend, you pay 100% of the total paid.

**The start date for courses is 09.00 on the first day of the course.*

***our standard admin fee is currently £50 (incl VAT)*

Cancellation Insurance - We recommend that participants consider cancellation insurance if they feel this will give them added protection, once such service can be seen at <http://www.cancelsure-insurance.co.uk>, the cost of this service is approximately 10% of the course fee.

Cancellation by us - We will always try our best to avoid cancelling an event. If circumstances occur that force NOI Events Ltd to cancel an event you will receive a full refund of any course fees paid or the opportunity to transfer your place to a course on another date up to the same value. We aim to give a minimum of 2-3 weeks notice when cancelling a course. If a course is cancelled by NOI Events Ltd, we are not liable for any additional expenses you have incurred. E.g. travel expenses and accommodation.

Cancellation through circumstances beyond our control - If there are circumstances beyond our control, which cause an event to be cancelled such as (including but not limited to) illness/death of the course teacher, war, riot, industrial dispute, terrorist activity, natural or nuclear disaster, fire, disaster at the course venue or adverse weather conditions. NOI Events Ltd will not refund your course fees or pay you any compensation or be liable for any other expenses to you.

If NOI Events Ltd is forced to cancel a course that has already started due to circumstances beyond our control, participants are not entitled to a reimbursement of their participation fees or other related expenses.

Payment Card Details - We do not store any payment card details. We ask that card payments are processed through our PayPal account or Sage Pay. Please do not email us your debit / credit card details as their security cannot be guaranteed.

Service - We will endeavour to provide the course as described on the website or any other promotional material. Please be aware, due to unforeseen circumstances details may need to be altered, however the overall quality of the course will not be diminished and we will endeavour to notify you as soon as possible of any changes.

Partners - We work with a number of other companies and service partners and cannot be held liable for any damages, losses or inconveniences resulting from them. We will always try to make sure these problems are minimal and will deal with any situations as they arise.

Limit of liability - NOI Events Ltd have a duty of care to its customers and staff but are only liable up to the cost of your course. We cannot be held responsible for damage and/or loss to your personal possessions. We are also not liable for failure in carrying out the contract if the failure is due to the action of the participant or the action of a third party.

Your responsibilities - You accept that some courses have a practical component to them which if applied inappropriately may involve elements of risk or discomfort. By agreeing to these terms and conditions you take personal responsibility for your own actions. NOI Events Ltd take no responsibility for damage, death or injury caused to you or by you as a result of participation. You must at all times work within your own ability and scope of practice. We reserve the right to refuse your acceptance on a course if we feel it is outside your scope of practice and may put other participants at risk or injury or discomfort. It is your responsibility to ensure you have professional liability insurance to cover you for your attendance at the course and the course content. We reserve the right to refuse entry to a course if you cannot demonstrate you have appropriate liability insurance. You must be physically able to partake in the course and if you do have any injuries, discomfort or prior knowledge that is relevant to any activities being performed it is your responsibility to make those known. We reserve the right to remove any person from a course if their behaviour is deemed by the tutor to be detrimental to the group, unsafe or adversely affecting the groups' enjoyment. We will not be liable for any refund in these circumstances.

Audio and video recording - Audio and video recording of events is not permitted without the written permission of NOI Events Ltd.

Medical - It is your responsibility to ensure that you are sufficiently fit and adequately equipped to partake on your chosen course. You must tell us of any medical conditions or dietary requirements at the time of booking. If for any reason you are not in a suitable condition to attend or complete a course or are under the influence of drink or drugs the facilitator or tutor may ask you to leave the course. We will not be liable for any extra expense incurred by this and you will not be able to claim a refund.

Complaints - Should you have a problem or complaint on your course you must bring it to the attention of our staff as soon as possible and we will try to rectify the problem. If you feel that the problem was not resolved and resulted in a much reduced enjoyment of the course you must inform us in writing within 28 days and we will respond within 28 days to resolve the matter to the satisfaction of both parties.

Privacy - We will not pass on your personal details to any third party.

These terms are correct at the time of printing, but are subject to alteration.

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