

Face-to-Face Learning Terms & Conditions

- 1. The Provider:** Grey Matter Learning Limited, a company registered in England and Wales with registration number 06158047 and whose registered office address is 32b Kingfisher Court, Hambridge Road, Newbury, Berkshire RG14 5SJ.
- 2. The Purchaser:** The course purchaser, as stated on the invoice, who is either an individual delegate or is responsible for their delegates.
- 3. Booking:** Places on courses can be booked online by individual delegates or by organisations on behalf of delegates. However, should bookings for places on multiple courses or for multiple delegates be required, then the Purchaser should contact the Provider either at the office on 01635 890373 or by email support@greymatterlearning.co.uk.
- 4. Payment:** Online payment is required at the time of booking at the price stated for individual places. A payment receipt will automatically be sent to the email address that the Purchaser provides; should this not be received, then the Provider can be reached on 01635 890373. For multiple bookings, the Provider will take these at the price stated, with an invoice offering seven day payment terms to follow. However, bookings will not be confirmed until payment has been received. The price does not include travel, accommodation, meals or other related expenses, unless explicitly stated. VAT has been included in the online price.
- 5. Course Numbers:** Limited to a maximum of 12 delegates at the Provider's Newbury office and 16 delegates in other locations.
- 6. Joining Instructions:** Information will be sent to delegates by email at least seven days prior to the event. The Provider will not be responsible for non-arrival of registration information; delegates should check their spam folder. The Provider can be reached on 01635 890373 if joining instructions are not received within seven days of the event.
- 7. Missing A Module:** If a delegate cannot make, or indeed misses, one or more of the modules as part of a multi-day programme, then the Provider should be contacted as soon as possible in order to catch up on any missed content. Options include a one-to-one with a trainer, a webinar or an alternative date, depending on availability and all of which are chargeable, unless there is an event or space available that can be offered free of charge, e.g. at short notice due to a cancellation.
- 8. Changes:** The Provider reserves the right to update the content of a course, change course timings, change the trainer or move the course to an alternative location close (defined as within ten miles) to the original venue.
- 9. Purchaser Cancellation:** Refunds are not available once payment has been made. However, it may be possible to transfer delegates to an alternative date, provided the course does not take place within the next 21 days, subject to alternative course availability or a suitable substitute may attend the course, provided the Provider has been notified in advance (prior to the course date).
- 10. Provider Cancellation:** The Provider reserves the right to cancel or to arrange an alternative date for a course and, in which case, a full refund will be made, unless the delegate transfers their booking to an alternative date or course. Delegates are encouraged not to book travel or accommodation more than 14 days prior to the course date as the Provider shall not be liable for any other loss or expense arising from a cancellation, date or course change.
- 11. Intellectual Property:** Course materials may not be copied or reproduced or disclosed to any third party without prior written consent of the Provider. This includes materials created by the Provider and those delivered under third party licence.
- 12. Non-Solicitation:** The Purchaser agrees that for the period after booking a course and until

expiry of twelve months after the course, the Purchaser shall not, without prior written agreement from the Provider, knowingly employ or engage on any basis or offer employment to anyone employed or engaged by the Provider who have been associated with the service provided.

13. Data Protection:

The Provider is registered with its designated statutory authority, the Information Commissioner's Office (registration number Z1710421). The Provider will need to hold personal data in order to provide services to delegates. Information to any third parties is only provided with the consent of the delegates. Reasonable technical and procedural precautions are taken by the Provider to prevent the loss, misuse or unauthorised alteration of personal data. The Provider may inform delegates about other courses and services provided, though such messages can be stopped at any time by contacting the Provider. Full details of our [Privacy Policy](#) can be found on our website. The Provider does not hold or retain payment details; these are processed by Stripe under their [Global Privacy Policy](#).

14. Jurisdiction:

These terms and conditions are governed by and construed in accordance with the laws of England and the parties agree to submit to the exclusive jurisdiction of the courts of England.