

Surveying Updates Roadshow Terms and Conditions

These Terms and Conditions apply to all training events delivered by **Projekt3**, whether online or in person. By booking a place on one of our events, you agree to these Terms and Conditions.

1. Definitions

In these Terms and Conditions:

“Projekt3”, **“we”**, **“us”**, **“our”** means Projekt3.

“Customer”, **“you”**, **“your”** means the person or organisation making the booking.

“Delegate” means the person attending the Training Event.

“Training Event” means any course, workshop, seminar, webinar or other training session provided by Projekt3.

“Booking Confirmation” means our written confirmation of your booking.

“Fees” means the charges payable for the Training Event.

2. Booking and Contract

A booking is only confirmed when we send a Booking Confirmation. At that point, a binding contract is formed on these Terms and Conditions.

All bookings, changes and cancellations must be made in writing by email.

3. Fees and Payment

Fees will be set out in our quote, booking form, invoice or Booking Confirmation.

Unless agreed otherwise in writing, payment must be made before the Training Event takes place. We may refuse attendance if payment has not been received in full.

All prices are exclusive of VAT unless stated otherwise.

4. Delegate Information

You must provide accurate booking information, including Delegate names and any relevant dietary, access or other requirements.

We will try to accommodate reasonable requests where enough notice is given, but we cannot guarantee this.

5. Delegate Substitutions

Delegate substitutions may be accepted only if agreed by us before the Training Event. We may refuse a substitution if there is insufficient notice or the replacement Delegate is not suitable for the event.

6. Cancellations

If you cancel **within 14 days of the Training Event**, no refund will be payable. If you cancel **more than 14 days before the Training Event**, we will refund the amount paid less a **£25 administration fee**.

Non-attendance is treated as a cancellation and is non-refundable.

7. Changes or Cancellation by Projekt3

We may make reasonable changes to a Training Event, including changes to the date, time, venue, trainer, speaker, format or content.

If we cancel a Training Event, we will either offer you a place on an alternative event or refund the Fees paid for the cancelled event.

We are not responsible for any other costs or losses, including travel, accommodation or loss of business.

8. Online Events

For online Training Events, Delegates must have suitable internet access, equipment and software.

We are not responsible for issues caused by a Delegate's equipment, connection or third-party platforms.

9. Conduct

We may refuse admission to, or remove from, a Training Event any Delegate whose behaviour is disruptive, abusive, unsafe or inappropriate.

No refund will be given in these circumstances.

10. Materials and Recording

All training materials remain the intellectual property of Projekt3 or its licensors.

Materials are for personal learning and internal business use only and must not be copied, shared, published or reused without our written permission.

Recording is not permitted. This includes audio, video, screen recording, photography or any other form of capture.

11. Use of Content

Training content is provided for general information and learning only. It does not constitute legal, technical, financial or other professional advice.

12. Liability

Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud, or any liability that cannot legally be excluded.

Subject to that, our total liability is limited to the Fees paid for the Training Event. We are not liable for any indirect or consequential loss.

13. Circumstances Outside Our Control

We are not liable for delays, changes or failure to perform caused by events outside our reasonable control, including illness, travel disruption, severe weather, venue issues, power failure, internet failure, government restrictions or third-party supplier failure.

14. Data Protection

We will process personal data in accordance with applicable data protection law.

15. Contact

All booking queries, amendments and cancellations should be sent to hello@projekt3.co.uk.

16. General

If any part of these Terms is found to be invalid or unenforceable, the rest will remain in force.

These Terms are governed by the laws of England and Wales, and any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.