



TERMS AND CONDITIONS FOR EUROPROTOCOL TRAINING COURSES

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Registration & Payment

How do I register for Europrotocol training courses?

You can register online through www.europrotocol.com
Alternatively, please forward the details by email to
info@europrotocol.com.

Booking confirmation

Once we have processed your registration, we will email you a confirmation with an invoice. However, if you do not hear from us within 48 hours, please contact us either by email at info@europrotocol.com or by phone at +44(0)2034789509.

Please note that by registering you are provisionally booking your place on the training course. Full payment is required before the training commences. Your full enrollment is guaranteed once payment has been received. Registrations made less than 14 days prior to the start of the course will require immediate payment.

Are there any deadlines for registration?

We encourage participants to book as early as possible in order to avoid disappointment and to allow us sufficient time for administration. We encourage participants to register at least within 2 weeks of the training course start date. If the seats are still available we will be happy to accommodate last minute bookings.



What does the training course fee include?

The training course fee includes tuition, comprehensive relevant training materials, pre-course questionnaires as individual training needs assessment, working luncheons and refreshments during breaks, and certificates. Unless specified, the training fee does not include accommodation.

How can payment be made, and in what currencies?

Payments can be made by bank transfer, by credit or debit card or cheque.

Bank details for payments in GBP (£):

Company Name:	Europrotocol Limited 145 -157 St John's Str. London, EC1V 4PY, UK
Account Name:	Europrotocol Ltd
Bank Name:	HSBC Bank Plc, 21 Kings Mall, King Str. Hammersmith, London W6 0QF
Account No.:GBP (£)	82095203
Sort Code:	400321
IBAN:	GB89MIDL40032182095203
BIC/SWIFT:	MIDLGB22
Reference:	Invoice Number

Bank details for payments in EUR (€):

Company Name:	Europrotocol Limited 145 -157 St John's Str. London, EC1V 4PY, UK
Account Name:	Europrotocol Ltd
Bank Name:	HSBC Bank Plc 21 Kings Mall, King Str. Hammersmith, London W6 0QF, UK
Account No.: EUR (€)	73938763
Sort Code:	400515
IBAN:	GB19MIDL40051573938763
BIC/SWIFT:	MIDLGB22
Reference:	Invoice Number

**Bank Transfer Payments**

Bank transfer payment can be made in either British Pounds Sterling (GBP) or Euros (EUR). Important: Please use your invoice number as a reference for your bank transfer payment. Kindly note the remitter/payer is responsible for any bank charges incurred.

Credit/Debit Card Payments

payments can be made through secure link on our website.

Cheques

can be made payable to EUROPROTOCOL Limited and sent to:
EUROPROTOCOL Limited
145-157 St. John Street
London, EC1V 4PY

When do I need to pay?

We require payment to be made promptly and within the stipulated time on the invoice. If payment cannot be made within this time, we will ask for Purchase Order or Payment Guarantee Letter. We must receive payment on the date indicated on your invoice before the training course starts. Unfortunately, if payment is not received in advance on the stipulated date before the course start date, at the discretion of Europrotocol, attendance may be politely refused.

Personal Insurance

Participants will be regarded as carrying their own risk for personal injury or loss of property, including baggage during the training course or workshop.

We strongly recommend that, at the time of the booking your travel, you take out a travel insurance policy of your choice. The policy taken should include loss of deposit and registration fee through cancellation, medical insurance, loss or damage to personal property, financial loss through disruption to accommodation or travel arrangements due to business failures, strikes or other industrial action, other Force Majeure occurrences or Acts of God. Europrotocol is in no way responsible for any claims concerning insurance.



Cancellation & Refund Policy

What if Europrotocol cancels my training course?

Unfortunately training course cancellations do sometimes occur. Should this happen we will refund your paid training fee in full unless you indicate that you agree to be transferred to another training course date of your choice. Should Europrotocol cancel your training course, we are liable to refunding only the cost of the training course and no other costs or expenses.

What is your booking, cancellation, substitution and transfer policy?

We try to be as fair as possible with cancellations and refunds as we understand cancellations are sometimes unavoidable. If you cannot attend the training course replacement participants are always welcome.

Our cancellation policy is as follows:

If for any reason you have to cancel an agreed registration, this must be notified to us in writing by email and the cancellation fees will apply as set out below:

Cancelling your place

If you notify Europrotocol in writing (via email) up to 28 days before the start date of a course, you will receive a full refund less an administration fee as follows:

2-day course	20% of the course fee
5-day course	£299

If you withdraw for whatever reason within the 28 day period prior to the course, the full fee will remain payable even if you are unable to nominate a substitute attendee. Substitutions should be received by Europrotocol at least 48 hours prior to the course start date.

Participants who wish to transfer to a different training course will be subject to the same terms as above and charged any difference in training course fees. Written notice is required and with respect to the time limits detailed above. No refunds will be issued for non-attendance.



Please contact us directly should you require further details on our cancellation, refund and transfer policy.

Change of Venue

We reserve the right to change the venue for reasons beyond our control. However we guarantee that the course shall take place in the same city and in a hotel of the same category as indicated originally.

Can I send replacement participants?

Yes, of course. This is often the best alternative to a cancellation. Please contact us and provide details of the new delegate 48 hours in advance of the training course starting time.

Discounts

Do you offer any discounts? Yes. Why not take advantage of our special group booking incentive and train a number of your team members at once? Further incentives are available for registrations six weeks before the training course dates – please contact us directly for more details.

Travel & Accommodation

Where are your training courses held? To ensure your comfort and convenience, our training courses are held in 4 or 5 star hotels or similarly equipped conference facilities. The training course venue will be in the central business district of the city the training course is held in.

Can you help me book accommodation?

Participants are responsible for arranging their own travel and accommodation.

If the training course is held at a hotel, Europrotocol would normally have negotiated special rates for those participants who wish to stay at the venue hotel.. So please contact the training course venue hotel directly to make your booking, quoting Europrotocol.

Our courteous and friendly staff can also advise you of alternative hotels nearby to the training course venue, but will not be able to make bookings for you.



Can you help me with visa applications? We are sorry that we cannot make visa applications on your behalf. However, upon receipt of training fee payment we will be happy to issue you an invitation letter should you require one.

About the Training

What is the usual schedule for a training course day? On the first day of the training course registration will begin at 8.45 am. On this day, we would appreciate it if you could please be with us by 8.45am at the latest to ensure sufficient time for registration.

On day one and all other days the training course begins at 9am and concludes at approximately 5pm. Breaks are taken at 10.30am and 3.30pm for approximately 15 minutes. Lunch break is taken between for 1 hour or for 1 hour-and-a-half depending on the programme.

How large are group sizes on your training courses?

Our group sizes range from 10 to 20 persons, ensuring you have sufficient face-time and personal contact with your fellow participants.

What language are your training courses taught in?

Unless otherwise advised our trainings are taught in English. Given the multi-cultural background of the trainers and fellow participants, there is normally always assistance in comprehension for several other languages – however we cannot guarantee this and it is recommended that participants speak conversational English and are able and willing to engage in this language.

What format do your training courses take i.e. lecture, group discussion?

By attending one of our training courses, you are agreeing to actively participate! As far as possible our training courses are interactive and exciting learning experiences. Of course, the training consultants need to take the lead but we encourage group discussions and the sharing of ideas and experiences. We recommend you to come armed with questions and points and examples from your experience. Case studies are also important and as far as possible will be used to illustrate important concepts.



Do you need any more information from the participant?

Yes please! We need to know a little more about your professional background and objectives for the training course so we can serve you better.

What qualifications do you have? How familiar are you are with the training course topic? What are your particular areas of interest? Don't worry, we'll send you a pre-course questionnaire to gather all these details. Please help us to help you by completing and returning it to us as soon as you can.

What is the dress code for your training courses? We recommend a smart casual dress code. Business suits are not necessary.

General

If I can't attend the training course can I buy the training course documentation?

We believe the value of the training course is in the attendance and the shared learning experience. So sorry, we do not sell the training course documentation.

What if I have special dietary requirements?

That is fine. Just inform us as early as possible and we'll make all necessary arrangements.

What if I want to run one of your training courses in-house?

We will be pleased to conduct an in-house for you and your team.

Please feel free contact us at info@europrotocol.com and we'll provide you with a programme suggestion and detailed proposal.

Copyright

All training programmes are copyrighted by **Europrotocol-The European School of Protocol®**.

We do not allow any reproduction of the training materials, nor audio or video recording unless special permission is granted in writing.

**Data Protection**

Kindly note that all information held by us about you will be kept secure and confidential.

Complains & Praises

It is our aim to provide you with the highest standard of training at all times. Whether we have done something well, or not so well, it is important that you tell us so we can learn from our best practice and constantly strive to advance our training services for you.

We'll be pleased to hear from you if we have not met the highest standards of satisfaction. We'll deal with all issues that you raise as we consider appropriate.

Policy on Discrimination and Unacceptable Behaviour**Aim:**

In line with its Commitment to equal opportunities, Europrotocol is committed to promoting a harmonious working and learning environment based on equality and mutual respect, free from any form of discrimination.

Unacceptable behavior:

Examples of unacceptable discriminatory behaviour would include treating an individual unfairly due to their:

- gender
- marriage or civil partnership
- gender reassignment
- pregnancy and maternity leave
- sexual orientation
- disability
- race
- colour
- ethnic background
- nationality
- religion or belief
- age

Discriminatory behaviour can take different forms including:

- Direct discrimination
- Indirect discrimination
- Harassment
- Victimisation

All such conduct adversely affects study/working conditions for staff and students and is unacceptable. All forms of discriminatory behaviour will be regarded very seriously and may be grounds for disciplinary action or exclusion. In particular, persistent or gross harassment will be treated as grounds for disciplinary action including dismissal or expulsion from the school.

Some general examples of harassment may include:

- Unwanted physical contact
- Verbal and written harassment through jokes, gossip and slander
- Bullying
- Verbal/physical intimidation
- Coercion to participate in unwanted activities
- Isolation or non-co-operation.

If you feel that you are being subjected to any form of harassment by another member of staff or a student, do not feel that it is your fault or that you have to tolerate it. There are a number of courses of action, which you can take.

For students:

- Talk to your trainer.
- If possible make it clear to the person causing the offence that it is unacceptable to you.
- Get support from a friend or colleague to help you explain your feelings to the person harassing you.
- Speak to the Managing Director of the school

For trainers & administrative contracted staff:

- Talk to the Managing Director.
- If possible make it clear to the person causing the offence that it is unacceptable to you.
- Get support from a friend or colleague to help you explain your feelings to the person harassing you.
- Keep records of relevant incidents which distress you



- Use the school grievance procedure

Throughout any formal or informal procedures that deal with harassment the principal objective is that of identifying the underlying issues and eliminating the cause of offence as quickly as possible and with minimal recrimination.

Please visit:

<https://www.gov.uk/equality-advisory-support-service>

Other grounds for exclusion:

Europrotocol has a written policy (see above) which makes clear that abusive behavior is unacceptable within the school. Copies of this are available on the Europrotocol's website published in Terms & Conditions for Europrotocol courses which must be accepted by all students during the registration for the course and copies are given to all new trainers and staff. All students enrolled at the school are expected to abide by the tenets of this policy: failure to do so may in extreme cases result in students being excluded from the school and their courses curtailed.

Additionally all trainers' contracts make clear that contracted employees of Europrotocol may be liable to misconduct which is defined in contracts as ***'physical or verbal abuse, intimidation of colleagues or clients; statements of a defamatory or racist nature; wrongfully claiming to hold qualifications which the trainer does not hold or cannot substantiate by supplying relevant original documentation; an irrevocable breakdown of relations with colleagues.'***

The school deems that all forms of unacceptable behaviour as outlined above are disruptive to the learning of other students. For all existing and prospective students, our terms and conditions of enrolment clearly state that **Europrotocol reserves the right to exclude from lessons anyone whose behaviour willfully "disrupts the learning of others."**

Further information

For any further information please contact us by email at info@europrotocol.com or by phone on +44(0)2034789509.

18th August 2014