

## **Kresko 360 Legal Terms & Conditions for training.**

The following constitute the terms and conditions to which applicants agree when booking any KRESKO 360 face-to-face training or on-line courses (Terms and Conditions). Throughout the Terms and Conditions, KRESKO 360 means KRESKO 360 AS. KRESKO 360 reserves the right to review and update these periodically.

### **2.0 Registration and Booking**

Provide true, accurate, current and complete information as prompted by the relevant registration form.

Booking a face-to-face training or on-line course

Courses can be booked via the booking forms available on Kresko 360 website. On submission of the training course you'll receive an automated summary email of your selection.

Kresko 360 will send an email confirming your booking after securing availability.

### **3.0 Payment**

Fees must be paid at the point of booking via PayPal. We cannot invoice for fees, or accept payment, by instalments.

All major credit and debit cards are accepted. A receipt will be sent to you by email from PayPal confirming payment.

Please note that if you do not provide accurate details (including type of card and number) or if your credit card company does not authorize payment, your application will be deemed void. Kresko 360 will not accept any liability for costs incurred as a result of applications deemed void in this manner.

Sales taxes (VAT, TVA etc.) are charged at the applicable rate depending on the product and/or customer, geography.

### **4.0 Learning**

All Kresko 360 training materials, provided during in-class or on-line training, are owned by Kresko 360. No Kresko 360 content may be copied, reproduced, uploaded, posted, displayed or linked to in any way, in whole or in part, without Kresko 360's prior permission. Any such use is strictly prohibited and will constitute an infringement of Kresko 360's intellectual property rights.

### **5. 0 Behaviour**

Kresko 360 reserves the right to remove any delegate from a training course whose behaviour is deemed inappropriate by Kresko 360 or its trainers. In these circumstances, Kresko 360 will neither refund any fees nor reimburse any other costs.

## **6.0 Trainers**

Kresko 360 shall provide such trainers to present the training course as it, in its sole discretion, deems fit and Kresko 360 shall be entitled at any time to substitute any trainer with any other person who, in Kresko 360's sole discretion, it deems suitably qualified to present the relevant course.

## **7.0 Technology**

Kresko 360 uses advanced technology to deliver on-line training. In case an on-line training is interrupted or has to be cancelled or stopped, because of a technical issue an alternative delivery date will be scheduled to allow participants to participate.

## **8.0 Cancellation**

### *Cancellation of a face-to-face training course*

If you notify Kresko 360 in writing (by email) that you wish to cancel a face-to-face training course not less than 28 days before the start date of a course, you will be entitled to a 50% refund. Refunds will be processed with 28 days of receiving your request via bank transfer to the original payer.

If you withdraw for any reason less than 28 days before the start date of a course, no refund will be issued but you may transfer your place on the course to a substitute. Substitutions should be notified to Kresko 360 at least 48 hours prior to the course start date. If you fail to attend the course on which you are booked without giving prior notice to Kresko 360, we are unable to refund the course fees or offer a transfer.

### *Cancellation of an on-line course*

Once you have booked an on-line course the fee is non-refundable and the booking non-transferrable. If you cancel any on-line course or package you will not be entitled to any refund, nor will you be able to transfer your place either to another person or onto another on-line course.

As for IAITAM on-line training the conditions to cancel an on-line training are the same as the T&C for cancelling a face-to-face training course.