

# TERMS AND CONDITIONS

## OTHER SOLUTIONS TRAININGS

At OTHER SOLUTIONS Consulting we aim to support our clients as being as flexible as possible in our approach.

Full details of our **booking and cancellation policy** are listed below.

## BOOKINGS

### GETTING YOUR SEAT

Our course bookings operate on a first come, first serve basis.

For getting a seat to one of our training, you must apply via the form which is available at <https://othersolutions.eu/training/open-sessions/>. An acknowledgement email will be sent to you after we receive your application. All contact concerning a course booking should be sent by email at [training@othersolutions.eu](mailto:training@othersolutions.eu) in order to ensure a clear record of the booking status.

### HOLDING YOUR SEAT

Training places are only fully confirmed upon receipt of the full course fee by OTHER SOLUTIONS Consulting. If one week before the course is due to start, payment has not been received and the course is oversubscribed, OTHER SOLUTIONS Consulting reserves the right to cancel the participant's place in this course.

### PAYMENT OF THE COURSE

Payment of the course has to be made before the start of the course.

If payment has not been received at the start of the course, OTHER SOLUTIONS Consulting reserves the right to refuse access to the course.

The invoice can be issued in **Euros/GBP/USD** according to the participant/organisation's needs and payment should be sent so that the exact amount in Euros/GBP/USD is received by OTHER SOLUTIONS Consulting.

While OTHER SOLUTIONS pays its bank charges, the bank charges incurred by the transfer are to be covered by the organisation/participant.

# CANCELLATIONS

## CANCELLING YOUR BOOKING

- For bookings cancelled **one month before** a course begins, 100% of the course fee will be refunded.
- For bookings cancelled **two weeks before** a course begins, 50% of the course fee will be refunded.
- For bookings cancelled **less than one week** (working days only) before a course, or after a course has started, no refund will be provided.
- If the applicant chooses to transfer to another course and then cancels his/her booking a second time, neither a further transfer nor a refund will be offered.
- Alternatively, participation can be transferred to another candidate from the same organisation up until the day the course start.
- The refund must be claimed within one month from the cancelled course start date.
- Please note that unfortunately we are only able to cover our local bank charges and not the recipient's bank charges when we make refunds. If refund is to be made by transfer agent (e.g. Western Union), the transfer fees are to be covered by the participant.
- Refunds may take up to 30 days.

## NON-ATTENDANCE

No refund will be made for non-attendance on a course in the following cases:

- Failure to cancel your place;
- Failure to attend the course and informing us of cancellation after the course start;
- Cancellation of your place after the last working day before the course;

# BOOKING CHANGING

## CHANGING YOUR BOOKING

We know that some unexpected changes might occur in your agenda. Therefore, we give you the possibility to postpone your booking to the next course if places are available.

## CHANGE OF THE COURSE DATES OR CANCELLATION BY OTHER SOLUTIONS

In the case where OTHER SOLUTIONS Consulting has to change the course date or cancel the course due to under subscription or other circumstances, you will be notified at least one week before the course is due to take place.

- Nevertheless, there may be specific circumstances beyond our control (this may include but is not limited to, changes in the humanitarian context, insecurity, hazards or natural disasters), which force us to change the dates of a course or cancel last minute. In such circumstances, we will inform you as soon as possible.
- If the course dates are changed, you may request a full refund of the course fees if the new dates or location are not convenient for you.
- If a course is cancelled by OTHER SOLUTIONS Consulting you will receive a full refund of all course fees paid.
- We are unable to reimburse any other costs that may have been incurred, including flights, accommodation etc.

## ACCESSIBILITY

### ENTERING A FOREIGN COUNTRY

OTHER SOLUTIONS Consulting does not provide any invitation letter for visas in the situation where the course takes place in a foreign country. The participants are asked to arrange all visa matters upon themselves.

### DISABILITY

We are committed to do our best to provide training that is accessible for everybody. Please contact us at [training@othersolutions.eu](mailto:training@othersolutions.eu) if you have any questions or concerns regarding your access to the venue or training materials. We are always happy to discuss how we can improve your learning experience.

**By registering for one of our trainings, you accept our terms and conditions.**