

IOM3 Training Academy is a service of IOM3, offering a range of industry-recognised training courses suitable for accredited qualifications and continuing professional development.

Registration in whatever capacity is regarded as a firm booking and acceptance of these Terms and Conditions

Course booking

Bookings for all IOM3 Training Academy courses must be made via the online portal. Places on our courses are allocated on a first come, first served basis and spaces are for classroom-based courses are limited. Although we do our best to accommodate late delegate registrations onto our events, you are advised to book early.

Confirmation of Course Registration

Acknowledgement of your booking will be emailed once you have registered online with IOM3 Training Academy.

Payment

We accept payment of course fees by the following methods:

- Card payment via our online portal at the time of booking
Payment can be made by Visa, Mastercard, American Express credit cards and Visa, Mastercard and Maestro debit cards.
- Invoice
An invoice will be generated and emailed to you alongside your confirmation of booking. Invoices will be addressed to the person booking the course unless we are informed otherwise. If the course fees are being paid by a company rather than an individual, a purchase order number must be included when registering.
- All fees must be paid within 30 days of the date of the invoice.
- If payment for a live course is not received at least 5 working days before the course starts, we reserve the right to refuse admission until payment has been made in full. This also applies to late bookings.

- Access to learning materials will not be granted until payment has been received.
- For view on demand webinars, payment must be made by card at the time of booking.

Invoices can be paid by card, to arrange this please email accounts@iom3.org, or by bank transfer. The delegate's name and course must be quoted on the draft. The relevant International Bank Account Number (IBAN) and Swift Code must also be quoted on the draft **IOM3 GBP account:**

Bank details: Santander UK plc

Bank address: 2 Triton Square, Regent's Place, London, NW1 3AN,
United Kingdom

Sort code: 09-02-22

Account number: 10643099

Swift code: ABBYGB2L

IBAN: GB40ABBY09022210643099

Please Note: We understand and will exercise our statutory right to interest and compensation for debt recovery costs under the late payment legislation if we are not paid according to the above credit terms.

Any other expenses, including travel and accommodation, are the responsibility of individual delegates.

VAT Fees quoted are exclusive of VAT, which will be shown separately on the invoice. A VAT invoice will be sent to cover the payment. The current VAT rate in the UK is 20%.

Cancellations

All cancellations must be received in writing and should be sent to training@iom3.org

Where a booking has been accepted by IOM3 Training Academy and is subsequently cancelled, the customer will be liable for the following charges:

- For cancellations received 5 weeks or more before the event date the fee will be refunded
- For cancellations received between three and five weeks before the event the fee will be refunded less a 30% administration charge
- If cancellations are received less than three weeks before the event no refund can be made

Transfers

If you have booked a place on one of our courses, you can transfer the booking to any other course that starts within six months of the original course, subject to payment of the difference in course fees (where the new course is cheaper than the original, no refund will be made). If you make a booking transfer within five weeks of course starting, IOM3 Training Academy reserves the right to charge a 10% administration fee. If an alternative course is not available, a refund will be issued in line with our cancellation policy.

Substitution

Substitution of a candidate may be made at any time before the course starts. New delegate details will be confirmed only when the IOM3 Training Academy is informed of the change. If the IOM3 member status of the delegate changes, the fee will be amended accordingly, and an administration fee may be charged.

Sickness

If a candidate is unable to attend the course due to sickness and evidence can be provided, we will transfer them to the next available course. No refunds will be provided.

Non-EU Delegates

IOM3 Training Academy welcomes delegates attending UK-based courses from overseas but if you are resident outside the European Union (EU) you should ensure that you have a valid visa and can comply with all immigration requirements before applying for an IOM3 Training Academy course.

Please note that IOM3 Training Academy training courses do not qualify you for a student visa or for entry to the UK or other EU countries. Visa information can be found at www.ukvisas.gov.uk.

If you wish to apply for entry to the UK, you should contact your nearest British Embassy or Consulate that offers a visa service. A full list of UK Embassies is available at www.fco.gov.uk/en/travel-and-living-abroad/find-an-embassy/

IOM3 Training Academy cannot process bookings from outside the EU without full payment in advance. Once payment has been made, cancellation fees are payable in accordance with our terms and conditions. If you do not have a visa before applying and you are unable to obtain one, cancellation fees will be levied.

Specific needs

The IOM3 Training Academy aims to ensure that its events are accessible to all. If you have any specific needs, please advise us at the earliest possible time and we will contact you to discuss your requirements.

Insurance

Registration fees do not include insurance of any kind. It is recommended that at the time of booking your course registration, accommodation, and travel, you take out an insurance policy of your choice. It is recommended that the policy should include cover for losses caused by your cancellation of your participation, for example loss of registration fees, accommodation fees and travel fares. You should also cover for medical expenses and loss or damage to your personal property.

In the unlikely event that IOM3 Training Academy must cancel an event, we will be unable to cover any loss of travel costs and you are advised to insure against this.

IOM3 Training Academy cannot undertake any responsibility for any participant failing to arrange their own insurance cover.

Joining Instructions

Course information including times and venue will be sent in the confirmation of registration emails. Any other relevant information will be sent out at least one working week before the course starts.

Event documentation

All delegates are provided with course information and learning materials in English. Please note that all event literature is copyrighted and may not be shared or reproduced without permission.

Whilst every effort will be made to ensure that the course notes and all information given out during the course is accurate, no legal liability is accepted for any errors or omissions, or any conclusions drawn from the information. This applies to information given in writing or verbally.

Programme

IOM3 Training Academy reserves the right to make unavoidable changes in the programme. IOM3 Training Academy also reserves the right to cancel an event at any

time and offer delegates an alternative date, a credit towards another training event or a full refund of fees without any liability for resulting or indirect loss.

Venues

Venues are sourced and visited to comply with IOM3 Training Academy standards. Venues are normally the Institute's own premises or companies with good conference facilities.

Accommodation

Expenses, including travel and personal accommodation, are the responsibility of individual delegates and not included in the course fee.

We are happy to provide information about accommodation in areas where our courses are held. For courses running from our training centre in Grantham, travel and accommodation information will be attached to the confirmation email.

Data Protection Notice

IOM3 Training Academy will hold your contact details on the IOM3 events registration system, and your personal data will be processed in compliance with Data Protection law. We will use your data to administer your course/exam attendance, to contact you about matters relating to your training and to inform you of any other course that we feel may be of interest. You can opt out of marketing emails in the My Profile section of the website when you log in. Please see our [Privacy Notice](#) for more information.

Trademark

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