

## Terms and Conditions

### 1. Services

- 1.1 The nature and supply of the services to be provided shall be agreed between Palladium Training & Consultancy and the Client. These will be set out in the Programme Application Document and/or Proposal and or Tender Document.
- 1.2 Palladium Training will endeavour to provide the Service to the highest standard, but as individual learning results may vary, Palladium Training can offer no guarantee as to the standard of proficiency attained by individual delegates at the end of their programme of development. We will endeavour to achieve the highest level of knowledge, skill and behaviour possible for the level of programme attended.
- 1.3 The period of the programme, the dates of the sessions/workshops and the location may be altered or changed at Palladium Training and Consultancy's discretion without liability.
- 1.4 **Cancellation and/or Postponement:** In the event of cancellation or postponement of the Services by the Client, the following cancellation fees shall be payable as follows;

30 or more days before the start date	- 0 %
30 - 14 days before the start date	- 50 %
14 - 7 days before the start date	- 75 %
7 days or less before the start date	- 100 %

**In addition, the Client shall be liable for all design fees incurred and unrecoverable charges to Palladium Training and Consultancy by third parties.**

### 2. Payment

- 2.1 Invoices shall be raised prior to the commencement of the programme and sent electronically to the nominated Client contact.
- 2.2 Payment of the invoice shall be made by the Client within 30 days of the invoice date.

### 3. Funding

- 3.1 Where external funding is being accessed by the client towards payment for the agreed services, the client agrees to complete the programme/qualification to enable Palladium Training to draw down the agreed funding or will be required pay in full the costs associated with workshops attended up to a maximum value stated in the Funding Approval Letter.

### 4. Programme/Workshop Awards

Participants will be entitled, on the completion of the programme, a Certificate of Achievement, provided;

- 4.1 The Invoice has been paid in full.
- 4.2 Palladium Training and Consultancy are satisfied with the individuals participation and performance on the programme.
- 4.3 The participant has attended the minimum number of guided learning hours specified for the programme.
- 4.4 The participant has completed any required projects/assignments to the satisfaction of their organisation, Palladium Training and Consultancy and/or the ilm.

## 5. Client's Other Obligations

- 5.1 The Client undertakes that its delegates shall attend all sessions of the development programmes/workshops/1-2-1's at the times and on dates mutually agreed and set out in Proposal Documentation.
- 5.2 Palladium Training retains all copyright and other intellectual property rights in the course content and all development programme/workshop materials, notes and manuals (The Materials) provided for the Services. The client may not, directly or indirectly, copy or reproduce these Materials in whole or in part. The client shall be entitled to use the Materials solely for achieving legitimate organisational and individual objectives on the development programme/workshop and not for any purpose outside the programme.
- 5.3 Palladium Training reserve the right to remove from a development programme/workshop any delegate whose conduct during their attendance is deemed, in Palladium Training's sole discretion, to be disruptive or otherwise unacceptable. In the event of such a dismissal no fees will be refundable.

## 6. General

- 6.1 Whilst reasonable care will be exercised by Palladium Training, no responsibility will be accepted for any loss or damage suffered to the personal belongings of any delegate during any training or other session held at Palladium Training's premises.

## 7. Data Protection Act 1998 and General Data Protection Regulations 2018

- 7.1 In May 2018, the EU General Data Protection Regulation (GDPR) replaces the existing 1995 EU Data Protection Directive (European Directive 95/46/EC).
- 7.2 Palladium is committed to continued GDPR compliance across its relevant services, and has a dedicated internal team made up of cross-functional stakeholders overseeing Palladium's GDPR. Palladium's compliance includes:
  - Updated terms and conditions, customer agreements and privacy statements meeting the new GDPR legislation.
  - Correct and appropriate contractual terms are in place with our data processor suppliers which supports the principles of GDPR.
  - Updated internal policies and practices to meet to GDPR requirements.
  - Continued investment in our products, services and staff training to meet and understand the importance of GDPR legislation going forward.
- 7.3 If you have any specific questions about Palladium's GDPR compliance please do not hesitate to contact us on 01443 858668, or email [info@palladiumtraining.co.uk](mailto:info@palladiumtraining.co.uk).