



## Terms & Conditions - ACEZ Training Courses

### 1) Confirmation of Training:

- A written letter/ notice of confirmation and selected training dates with the authorized signature is required (for organisations/institutions)
- Booking is confirmed upon a minimum of **50% deposit payment**. Balance to be paid on or before the training date.
- A signed training registration form will need to be filled in and returned (in the case of individual applicants)

### 2) Venue Arrangements:

- If the venue is arranged by ACEZ, it will be included in the total cost.
- If the venue is arranged by the client, the venue must meet agreed specifications (seating, teas and lunches, projector, flipchart, etc.) to include the cost of the facilitator and trainer(s).

### 3) In house Out-of-Lusaka training:

- The fee does not include the cost of venue hire, food, travel and accommodation costs for the Trainer(s) and Facilitator in the case that the training is held out of Lusaka. These costs will need to be covered by the Client, **Unless the client (in writing) requests ACEZ to include the fee/costs in the quotation.**

### 4) Date Change Policy:

- Changes made in less than 7 days will incur a rescheduling fee to be advised by ACEZ.

### 5) Cancellation Policy:

Notice of a training candidate's intent to cancel a registration must be made in writing to ACEZ and is subject to the following terms:

- Cancellation request received in excess of **14 working days prior** to the start date of the training activity will incur no liabilities
- Cancellation request received **10 working days prior** to the start date of the training attracts **50% of the training fee**,
- Cancellation request received **5 working days or less** prior to the start date of the training, the candidate /organization will be liable to pay **100% of the training fee**.

### Failure to attend the training does not constitute cancellation.

- ACEZ reserves the right to revise the program and trainer details, without notice or penalty.
- In the event that there is a change in the location/ venue of the training, organized by ACEZ, the candidates/organisation will be informed.
- Cancellation of the training by ACEZ for any reason whatsoever shall be communicated to the candidate/organisation via the contact details furnished in this form and the equivalent amount that was paid to ACEZ shall be refunded without penalties.
- ACEZ will not be liable for covering airfare, accommodation or other related travel costs incurred by the candidate /organisation due to the cancellation or postponement of the training.

