

## **Halado Leadership Limited Booking information and terms and conditions**

We believe in an open and transparent way of working with you. When you book to come on one of our Programmes below are the terms and conditions you agree to accept and abide by as part of being a participant.

### **Your Programme Fees**

You must pay your programme fees in full no later than 30 days before the first day of the Programme commencing. Fees include all tuition costs, materials supplied during the programme and light refreshments, breakfast, lunch and dinner each working day of the programme. Accommodation for single occupancy from Sunday to Friday morning, as well as an organised cultural trip and a programme dinner. Fees also include airport transfers in the UK if from a London based airport and from Dubai, Singapore and Kuala Lumpur International Airports for programmes in those cities.

### **Value Added Tax**

UK Value Added Tax (VAT) regulations, state that training services are zero-rated for Government officials and public servants. When you apply for one of our programmes you must provide a written statement confirmed you are employed by the Government "in furtherance of its sovereign activities" and this must be endorsed with an official stamp in order to be exempt from VAT. Otherwise you are liable to pay the standard rate of VAT, which is currently 20%.

### **How to reserve your seat on a Programme**

Please complete our online booking form online on our website: <http://www.haladoleadership.co.uk>

### **Joining instructions**

Joining instructions including an outline Programme Schedule, venue details and map will be issued approximately three weeks prior to the programme. If you have not received your joining instructions one week prior to the programme, please email us [help@haladoleadership.co.uk](mailto:help@haladoleadership.co.uk). Halado Leadership will not be held responsible for non-receipt of joining instructions and refunds will not be issued under such circumstances.

### **Cancellation**

If you have to cancel your booking, you must let us know in writing and we will acknowledge in writing your cancellation. For cancellations received up to 30 days before the start of the programme we will refund the programme fee, minus a charge of £300 to cover our administration costs and non refundable deposits we will have had to pay. For cancellations received within 29 days of the start of the programme, we will charge the full programme fee.

### **Substitutions and transfers**

If you have booked a place on one of our programmes and are not able to attend, we will accept a substitute at any time without penalty but our normal terms and conditions will apply. Also, it is possible to transfer to a future programme but only one transfer is permitted. Please get in touch with us and we will advise you about transfers.

### **Payment of your Programme Fee**

We must receive payment no later than 30 days before the start of the programme. Payment must be made in pounds Sterling by cheque (made payable to 'Halado Leadership Limited'), debit/credit card or Bank Transfer (BACS).

Please note:

1. All bank fees and currency exchange charges should be paid by you and not deducted from the amount shown on your invoice.
2. Please quote your surname and/or invoice number and tell us which programme you are attending.

### **Alterations and cancellations by Halado Leadership**

We review and update our programmes regularly. We reserve the right to make alterations to the programme or cancel it at any time. If we have to cancel a programme, we will offer you a place on another programme if possible or we will give you a full refund or credit. All information is correct at the time of printing.

### **Other costs**

Airfares are not included. Nor any drinks or food you take at dinner or other times in the accommodation that are not provided by us as part of your residential package. All other hotel services ( i.e Room service, mini bar, leisure facilities etc) are to be payable by yourself. Any transportation costs, other than the ones identified as part of the programme are not covered

If you wish to have double occupancy then please let us know so we can let you know the extra charge.

### **Language**

The programmes are conducted in English. You need to have a good working knowledge of the language. No refund will be given for participants who cannot participate due to a lack of English.

### **Visas**

**Arrangements for visas (if required) are your responsibility.** Please contact the British Embassy/High Commission in your country/region to find out whether you will need a visa to enter the UK. Obtaining a visa can take up to four weeks and we strongly advise you to start the process as soon as possible. We can provide you with a letter confirming you have been accepted on the Programme.

### **Insurance**

You must arrange and have in place travel and health insurance cover before you leave your home country.

### **Programme Materials**

We will provide you with handouts and other written materials. We will also provide these documents electronically on a USB drive wherever possible so that you have useful reference material on your return to work. All programme materials are copyrighted and may not be reproduced without prior permission in writing to Halado Leadership.

### **Force majeure**

Halado Leadership shall not be liable to refund of fees or for any other penalty should programmes be cancelled due to war, fire, strike lock-out, industrial action, tempest, accident, civil disturbance or any other cause whatsoever beyond their control.

### **Governing Law**

These Terms and Conditions shall be deemed to be a contract made in England and shall be construed and applied in all respects in accordance with English law and the parties hereto submit and agree to the jurisdiction of the English courts

**October 2021**