



Terms and conditions

PUBLIC TRAINING

CONTACT

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CMP Resolutions is a trading name of Conflict Management Plus Ltd (CMP), company registration number 3880628, whose registered office is at Low Farm, Brook Road, Bassingbourn, Hertfordshire SG8 5NT, Great Britain.

Important note: Please read before booking with CMP

1. Foreword

- 1.1. These terms set out the obligations between you (the **Client**) and CMP (CMP, **We, us, or Our**). These terms explain what happens once you have confirmed a booking and how we manage your attendance and data.

2. Confirmation of booking

- 2.1. Bookings are considered binding and cancellation fees apply after we receive either written confirmation (including by email) or we send you a confirmation of your booking, (such as a confirmation email, joining instructions, or invoice).
- 2.2. Written confirmation will be sent from CMP to you within 5 working days of your booking.
- 2.3. Joining instructions will be sent within 15 working days of the event starting.
- 2.4. We require a purchase order form and number for invoicing. Where the Client does not operate a PO system, written confirmation of this is required.

3. Fees Payment terms

- 3.1. All fees quoted are exclusive of VAT.
- 3.2. Invoices are to be paid within 30 days of the invoice date and must be paid 30 days prior to your attendance.
- 3.3. Self-funders may request payment by installments.
- 3.4. Fees include, where applicable, accreditation/endorsement, registration, materials, lunch and refreshment.
- 3.5. Accommodation is not included. Travel and Accommodation is the responsibility of the delegate and is not included in the price of the course. If required, CMP may supply information on local hotels and travel without prejudice.
- 3.6. Where the services are not paid for in the agreed period any discount may be cancelled (at the company's discretion) and interest and compensation charged as per the Late payment of commercial debts (interest) act, on a monthly basis on all the balances outstanding on the 28th of each calendar month, subsequent to the agreed payment period.




4. Cancellation and Postponement

- 4.1. CMP reserves the right to cancel or reschedule a Public Course and in these situations every effort will be made to accommodate delegates on an alternative course or refund payment in full.
- 4.2. CMP cannot be held responsible for any extra costs incurred as a result of a cancelled or relocated training course.
- 4.3. Cancellation fees are charged in accordance with 4.5 below, as a percentage of the total value of the course fee, as set out in your booking confirmation. Non-attendance on a course constitutes a cancellation.
- 4.4. We reserve the right to not enforce these cancellation or administration fees.

4.5. Cancellation fees

4.5.1. Booking cancellation

For cancellation of booking once the case is confirmed;

| | |
|--|------|
|  More than 35 working days' notice | 50% |
|  Between 34 and 15 working days' notice | 75% |
|  Less than 14 working days' notice | 100% |

4.6. Postponement fees and delegate substitutions

- 4.7. Delegate substitutions can be accepted, without charge up 10 working days before the course start date. Substitutions after this date will incur an additional administration fee of £250.
- 4.8. Changing your booking (postponing) to a later course will attract an administration fee of £250. Postponements must be notified to us in writing at least 35 working days before the start of the course, with new course dates chosen, or it will be treated as a cancellation.

5. Discounts

- 5.1. All discounts advertised are solely at the discretion of CMP and cannot be used in conjunction with any other offer.
- 5.2. CMP reserve the right to withdraw discounts at any time and without notice.
- 5.3. Special Offers on courses are periodically available and are not available to delegates who booked or paid for the public course prior to the special offer becoming available.

6. Confidentiality and Data Protection

- 6.1. CMP acts as a data controller under the Data Protection act 2018 and EU's GDPR, and the client is also a data controller. Each party shall comply with its own regulatory and legal obligations to comply with relevant legislations for processing data.
- 6.2. We have identified that the lawful bases for our data use under this engagement are:
 - 👉 The 'legitimate interest' of the parties and those involved in the course
 - 👉 Compliance with our 'legal obligations'
 - 👉 Where relevant, to ensure the performance of a 'contract' between us
- 6.3. The parties shall cooperate with each other to ensure mutual compliance under relevant legislation, at the reasonable expense of the party requesting cooperation.
- 6.4. The Client will notify CMP of any special requirements regarding confidentiality.
- 6.5. Where applicable, any correspondence with delegates from CMP will be sent by email to the address given to us by the delegate in their pre-course information.
- 6.6. Your contact details will be held on our secure customer service management systems. More details about how we manage data, and information about your rights, can be found in our privacy notice at cmpsolutions.com/privacy

7. Qualification

- 7.1. Registrants on endorsed or accredited courses should note that successful completion of such courses requires delegates to demonstrate an understanding of the underlying principles and capability in the competencies concerned.
- 7.2. CMP will make every reasonable effort to ensure a high standard of training and impartiality in such awards, but no guarantee is given that every participant attending will achieve the qualification.

8. Copyright

- 8.1. The copyright and all other intellectual property rights in all course materials remain the sole and exclusive property of CMP Resolutions.
- 8.2. You may not copy or permit the photocopying of course materials, nor disclose or permit the disclosure or sell or hire the same materials to third parties, nor use the same materials for running your own courses unless agreed in advance and in writing by CMP Resolutions.

9. Reasonable adjustment

- 9.1. Any delegate who believes that they require reasonable adjustments should make this clear at the time of the booking: CMP will be pleased to make whatever reasonable adjustments are required.

10. Exclusion of liability

- 10.1. The Client acknowledges that the service provided by CMP is strictly limited to those matters contained in the commissioning documents, which accompanies these Terms and Conditions.
- 10.2. CMP will not be liable to the Client or its employees for any act or omission in the course of delivering our services save in relation to the consequences of conscious and deliberate acts of bad faith.
- 10.3. In the event of any CMP employee or subcontractor being requested to take part in a subsequent process, such as legal proceedings or an appeal, CMP's daily charges apply, these fees will include time in preparation, meetings and involvement in the process.

11. Indemnity

- 11.1. The Client will indemnify CMP against any claim for any act or omission in performance of their work unless the act or omission is grossly negligent, fraudulent or shown to be in bad faith.

12. Disputes

- 12.1. These terms and conditions shall be governed by English Law and any matters arising in relation to them are subject to the exclusive jurisdiction of the English Courts.