



# TERMS & CONDITIONS & PRIVACY POLICY

Workshops, Services and W.E.L.A  
Packages

When you book one of our workshops, services, or packages, please read our terms and conditions before you purchase.

**CLIENTS AND BUSINESSES**

Last updated: September 2020

# WELA - TERMS and CONDITIONS

When you book one of our workshops, you will need to agree a few important terms and conditions. Please make sure you read these before buying your ticket or purchase of any of our packages.

The terms were last update on 5<sup>th</sup> September 2020

## General Terms

These terms and conditions (“Terms or “Agreement”) apply to all workshops, services and package orders. Failure to comply with these terms will result in your order being declined.

By purchasing a ticket, service, package you are entering into a contract with Women’s Enterprise and Leadership Agency Limited (hereafter referred to as “W.E.L.A”, “We”, “Us”) registered office at Vale Road, Merton, Surrey CR4 1NP, United Kingdom under the terms of this Agreement.

W.E.L.A agrees to provide the workshops, services and packages identified in the online commerce shopping cart and order invoice. You (the “Participant”) agree to abide by all policies and procedures as outlined in this Terms and Conditions agreement as a condition of your participation in the workshop, services, or packages.

## Attendance (either face to face or On-line, Blended)

Your purchase of a workshop, service, or package entitles **1 individual** (the “Participant”) to participate in the workshop, service, or package of which is purchased by you the participant or sponsor (employer or organisation). Workshops, services, and packages will be delivered at either a venue, face to face, on-line, blended via video conferencing software (for example Skype, Micro-soft Team, Zoom, You Tube or other remote learning software - due to Covid-19) on the date indicated on your order.

**If the Participant(s) after purchasing fails to attend the workshop, engage with the services or packages (when an agreement has been made), the full workshop fee, services or packages are payable and non-refundable.**

## Payment, Invoices and Tax

Payment of the fee for workshops, services and packages are due at the time of booking via our on-line payment processor. Invoices must be paid in full either by BACs payment prior to services commencing or the delivery of packaged services. The Participants and/ or the organisation placing the booking shall be jointly and severally liable for payment of the fee. Once payment of the fee has been received in full, we will email exact details of how you will be able to participate in the workshop, services, or packages.

Our workshops, services and packages are live educational services which are classed as webinars under VAT regulations are therefore are not subject to rules related to the place of supply for digital services and EU VAT.

UK VAT will be added to your order on checkout as follows:

- All **UK customers** will be charged UK VAT at 20% on their order.
- Orders from **EU business customers** supplying a valid business numbers are outside the scope of UK VAT and therefore charged UK VAT at 0%.
- For orders from customers outside of the EU, no UK VAT will be charged.

If any EU *consumer* falsely declares themselves to be buying on behalf of an EU business in order to avoid being charged UK VAT, we reserve the right to refuse to deliver the services to them, or to issue an additional invoice for the 20% VAT due on the services if the workshop, services or packages has already been delivered.

## Cancellations and Refunds

All cancellation requests for our workshops, services or packages must be in writing to [womensela@outlook.com](mailto:womensela@outlook.com)

If the workshop, services, or packages are due to take place **10 days** from your cancellation date, we will provide a full refund. If not, we will allow you to pick an alternative workshop, service, package date instead.

## Technical

Before ordering a workshop ticket, service, or package, it is your responsibility to download the following software and ensure you have access to a computer which can run it:

- A web browser, capable of accessing [Google Docs](#) web apps. We recommend [Google Chrome](#).
- Each Participant is responsible for ensuring that they have a stable internet connection that can handle a multi-person group call. We strongly advise that you arrange access to a connection with **at least** a 2Mbps download and 512kbps upload speed and [test this connection](#) ahead of the workshop, service, or package delivery. Due to its inherent nature you acknowledge that W.E.L.A. is not liable or responsible for any disruption, delay, or disturbance in the operation of the Internet.

W.E.L.A. is not liable or responsible for any technical issues which may arise because of your failure to ensure compatibility with the software or to ensure you have access to a fast internet connection.

In the event that technical issues on the part of the individuals from W.E.L.A. who are leading the workshops, services, or packages (the “Facilitators”) prevent all Participants from attending and following the workshop or services (on-line) you will be entitled to a full refund of your order, or may opt to participate in a rescheduled workshop or service at a later date.

## Copyright and Privacy

Copyright and all intellectual property rights in workshops, services, packages, and materials remain the property of W.E.L.A.

By participating in a workshop, services, or packages you consent to W.E.L.A. using video recordings and screenshots from the workshop, services, or packages along with any quotes, testimonies made by you, for marketing and promotional purposes.

## Limitation and Liability

In no event shall W.E.L.A. be liable for any lost data or content, lost profits or revenue, business interruption or damage to goodwill (in each case whether direct or indirect) or any indirect, incidental, special, consequential, exemplary or punitive loss.

In any event the maximum liability to you for any claim arising (whether in contract, negligence, tort otherwise) from this workshop, services or packages shall be limited to the applicable fee paid in respect of the workshop, service or package that is the subject matter of the claim.

Our workshops, services and packages and the supporting material related to them are prepared solely for training and educational purposes and are not a substitute for legal or professional advice. Neither W.E.L.A. nor its workshop Facilitators will accept responsibility for loss howsoever occasioned to any person or persons arising from any reliance, including reliance on any content for the purpose of giving advice to third parties.

## **Other**

W.E.L.A. is an independent contractor. Nothing in this Agreement will be deemed to constitute a partnership, joint venture, or contract of employment between US and You. Neither party will act or describe itself as the agent of the other, nor will it make or represent that it has authority to make any commitments on the other's behalf.

Nothing in these terms and conditions shall limit or affect any loss or damage for death or personal injury because of W.E.L.A. negligence. No provision of this Agreement may be enforced by a third party under the Contracts (Rights of Third Parties) Act 1999.

If for any reason any term of this Agreement becomes invalid or unenforceable, the remaining terms remain valid and enforceable.

Regardless of the location of the Participant or their organisation, this Agreement will be exclusively governed by, and construed under. In the event of any dispute, the parties submit to the exclusive jurisdiction of the English courts.

**Let us work together - Women's Enterprise and Leadership Agency.**

# **PRIVACY POLICY**

**Last updated: September 2020**

Women's Enterprise & Leadership Agency operates <http://www.womensela.co.uk> (the "Site"). This page informs you of our policies regarding the collection, use and disclosure of Personal Information we receive from users of the Site.

We use your Personal Information only for providing and improving the Site. By using the Site, you agree to the collection and use of information in accordance with this policy.

## **Information Collection and Use**

While using our Site, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you, such as your name, address and email address ("Personal Information").

We may use your personal information for the following purposes:

- To personalize user experience

We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our Site.

- To improve our Site

We may use feedback you provide to improve our products and services.

- To send periodic emails

We may use the email address to send User information and updates pertaining to their order. It may also be used to respond to their inquiries, questions, and/or other requests. If User decides to opt-in to our mailing list, they will receive emails that may include company news, updates, related product, or service information, etc. If at any time the

User would like to unsubscribe from receiving future emails, they may do so by contacting us via our Site.

### **Log Data**

Like many site operators, we collect information that your browser sends whenever you visit our Site ("Log Data").

This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser type, browser version, the pages of our Site that you visit, the time and date of your visit, the time spent on those pages and other statistics.

In addition, we may use third party services such as Google Analytics that collect, monitor, and analyse this...

### **Communications**

With your permission, we may send you emails about our Site and other news.

When you provide us with personal information to complete a transaction, verify your credit card, place an order, arrange for a delivery or return a purchase, we imply that you consent to our collecting this personal Information and using it for that specific reason only.

If we ask for your personal information for any other reason, such as marketing, we will either ask you directly for your expressed consent, or provide you with an opportunity to say no.

Should you change your mind after you've opted in, you may easily withdraw your consent for us to contact you, for the continued collection, use or disclosure of your information, at any time, by clicking the unsubscribe button in our newsletters, or by contacting us directly at: [womensela@outlook.com](mailto:womensela@outlook.com)

### **How we protect your information**

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

Sensitive and private data exchange between the Site and its Users happens over an SSL secured communication channel and is encrypted and protected with digital signatures.

### **Cookies**

Cookies are files with small amount of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a web site and stored on your computer's hard drive.

Like many sites, we use "cookies" to collect information and identify which pages are being used. This helps us to analyse the data about web page traffic and helps us to improve our website. Cookies do not give us access to your computer or any information about you other than what you choose to share with us. You can choose to accept or refuse cookies and can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Site.

### **Third-party cookies**

In addition to our own cookies, we may also use various third-parties' cookies to report usage statistics of the Service, deliver advertisements on and through the Service, and so on.

### **What are your choices regarding cookies?**

If you would like to delete cookies or instruct your web browser to delete or refuse cookies, please visit the help pages of your web browser.

Please note, however, that if you delete cookies or refuse to accept them, you might not be able to use all of the features we offer, you may not be able to store your preferences, and some of our pages might not display properly.

### **Security**

The security of your Personal Information is important to us but remember that no method of transmission over the Internet, or method of electronic storage, is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

### **Sharing your personal information**

We do not sell, trade, or rent Users personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our business partners, trusted affiliates and advertisers for the purposes outlined above. We may use third party service providers to help us operate our business and the Site or administer activities on our behalf, such as sending out newsletters or surveys. We may share your information with these third parties for those limited purposes provided that you have given us your permission.

### **Changes to This Privacy Policy**

This Privacy Policy is effective as of April 2018 and will remain in effect except with respect to any changes in its provisions in the future, which will be in effect immediately after being posted on this page.

We reserve the right to update or change our Privacy Policy at any time and you should check this Privacy Policy periodically. Your continued use of the Service after we post any modifications to the Privacy Policy on this page will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified Privacy Policy.

If we make any material changes to this Privacy Policy, we will notify you either through the email address you have provided us, or by placing a prominent notice on our website.

### **Your acceptance of these terms**

By using this Site, you signify your acceptance of this policy. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

### **Contact Us**

If you have any questions about this Privacy Policy, please contact us at: [womensela@outlook.com](mailto:womensela@outlook.com)