

INTEGRITY AT WORK (IAW) TRAINING, COURSES, WORKSHOPS & EVENTS TERMS AND CONDITIONS

Bookings and Payments

All bookings must be secured against receipt of the client's credit card details (through an online payment processing service e.g., Eventbrite) or request for issuance of invoice; unless otherwise agreed at the time of the client's booking being made.

1. **Credit Card** payment terms: Full payment will be charged to the client's credit card at the time of their booking being made.
2. **Bank Transfer or Cheque** payment terms: Full payment must be received from the client in order to confirm the booking (see below).
3. All training courses and workshops will be charged exclusive of VAT.
4. Should full payment fail to be received within **14 calendar days** prior to the course/workshop/event commencing, TI Ireland reserves the right to cancel the client's booking and refund any payment subsequently received. In the event of the client's cheque being dishonoured upon presentation to their bank, the booking will automatically be cancelled.
5. Payment default: In the event of an invoice remaining unpaid for more than **30 calendar days** past due date (without justifiable reason and that of the company's prior knowledge or consent), we reserve the right for the whole account (current and overdue) to be treated as due for immediate settlement. Failure to make full payment within a further 30 days may result in the client's whole account being passed to the company's solicitors for collection and the account automatically closed to further business with TI Ireland.

Our bank details are:

Transparency International Ireland
Bank of Ireland
Lower Baggot St
Dublin 2
Ireland
A/c No: 69163705
Sort Code: 901490
IBAN: IE76BOFI90149069163705
Tax Reference Number: 6410950R
TCAN: 866682

Cheques should be made payable to Transparency International (TI) Ireland and forwarded for the attention of the Office Coordinator, Transparency International Ireland, 69 Middle Abbey St, Dublin 1.

Cancellation, Amendment and Refunds

6. Written confirmation of cancellation must be received from the client no later than **14 calendar days** in advance of the course/workshop/event start date, otherwise the full fee will apply and the participant(s) will not be entitled to either a partial or full refund.
7. Where the participant provides the required notice of cancellation, they will be offered a full refund or the opportunity to defer to another date where appropriate (e.g. workshops).
8. Change of participant(s) must be submitted within **two business days** of the course/workshop/event start date.
9. Training courses/workshops/events will not go ahead where the stated minimum number of required participants has not been reached. As a general rule, the minimum required number for courses/workshops is eight participants.
10. Every effort is made by TI Ireland to ensure that courses/workshops/events booked are conducted within the terms of their agreement; however, circumstances may arise for which we reserve the right to either cancel or amend the course date or venue. Alternative arrangements will also be offered to the client at that time and wherever possible; otherwise, a full refund will be made.

Training Course Cancellation and Deferral (IAW Members)

11. TI Ireland will make every effort to ensure that members complete the training session included as part of the IAW Membership package during the period of the member's subscription.
12. TI Ireland will contact the lead contact of each member organisation by email to arrange the organisation's training session. If we do not hear back from the member, we will follow up with two subsequent emails. If we do not receive any response to the third email, training will be forfeited for that membership year.
13. If the member responds to our emails or contacts TI Ireland to request a postponement of training to the subsequent membership year, TI Ireland will endeavour to facilitate this request. However, in instances where there is a high number of training sessions planned, we may not be able to facilitate every request.
14. If the member wishes to cancel or reschedule their training session after a date has already been confirmed by TI Ireland, they must send written confirmation of cancellation to TI Ireland no later than **14 calendar days** in advance of the training session date.
15. If a cancellation request is received by TI Ireland less than **14 calendar days** in advance of the training session date, the training session included as part of the IAW Membership package will be forfeited for that membership year.
16. If the member does not reach the stated minimum number of required participants for a training course (which is eight participants), TI Ireland will treat this as a late cancellation and the training will not go ahead and will be forfeited for that membership year.