

## TERMS AND CONDITIONS

### Payment

- Full payment of the program/course fee must be made before the program/course date. Only attendees whom have paid in full will be allowed to attend classes.
- Course fees do not include meals.
- No invoice/receipt will be provided unless upon request.

### Cancellations and Refunds

- Requests for cancellations and refunds are subject to the sole discretion and approval of WebSprout Academy. Cancellation requests must be made in writing by email (stating your reasons for cancellation) to WebSprout Academy at least seven (7) working days prior to the program/course date. You are responsible for ensuring that WebSprout Academy receives your written request (WebSprout Academy will reply with a written acknowledgement).
- Failure to appear for the program/course without written notice will result in forfeiture of the full course fee.

### Rescheduling

- Rescheduling is permitted with a minimum of three (3) working days advance notice. Rescheduling requests must be made in writing by email to WebSprout Academy and you are responsible for ensuring that WebSprout Academy receives your written request (WebSprout Academy will reply with a written acknowledgement).
- Rescheduling is allowed on a one time basis only, with no further rescheduling permitted. If you do not attend a program/course within six (6) months from the original program/course date, the full course fee will be forfeited.
- WebSprout Academy reserves the right to amend the timing, date and venue for any program/course at any time. If WebSprout Academy makes any changes to the timing, date or venue of a program/course in which you are enrolled, we will notify you in writing at the email address you provided when registering, so please be sure to provide a valid email address. You shall not be entitled to any claim for a refund or for any costs, expenses or losses which may be incurred by you as a result of such amendments.

## Transferring

- In the event that you are unable to attend the program/course that you have registered and paid for, you can transfer your seat to a nominated new attendee, subject to written notification via email to WebSprout Academy together with the full contact details of your nominated new attendee at least three (3) working days prior to the program/course date. You are responsible for ensuring that WebSprout Academy receives your written request (WebSprout Academy will reply with a written acknowledgement).
- Transfer of payments across programs/courses are permitted, subject to written notification via email to WebSprout Academy at least three (3) working days prior to the original or new program/course date, whichever is earlier. Any difference paid for the original program/course fees in excess of the new program/course will be forfeited and no refund is allowed.

## General

- You hereby confirm that you have given a valid email address and accurate contact details in the course registration form. WebSprout Academy will not be responsible for any delay and/or failure to deliver to you any updated information and/or services from your failure to supply a valid email address and accurate contact details.

## Consent

- You hereby confirm that you consent to your email address being used for the mailing list of WebSprout Academy for the purposes of notification of products and/or services being offered by WebSprout Academy and/or its affiliates. Your email address is kept confidential, and will never be published, sold or disclosed to third parties without your explicit consent. You can remove yourself at any time by using the unsubscribe link provided at the bottom of each email we send. You further agree WebSprout Academy may store and use the personal data provided by you for use in maintaining your account.

WebSprout Academy reserves the right to alter the Terms and Conditions without prior notice.

For more information, kindly contact :

WebSprout Academy

Email: [rachael@websproutacademy.com](mailto:rachael@websproutacademy.com)