

TERMS & CONDITIONS



These terms and conditions shall apply to the purchase of any and all short and long courses from www.mosaiccampus.com (**our site**). Your use of our site means that you accept and agree to abide by these terms and conditions and all policies available on this www.mosaiccampus.com

ABOUT US

www.mosaiccampus.com is operated by The Light Within Limited t/a The MOSAIC Collective (**we**). We are a not for profit organisation and regulated as a company limited by guarantee in England and Wales under company number 11669611. Our registered office is Aissela, 46 High Street, Esher Surrey KT10 9QY, United Kingdom.

PLEASE NOTE THE FOLLOWING:

Payment must be received IN ADVANCE of attending a course. We reserve the right to refuse admission and withhold materials if payment has not been received.

We reserve the right to change the content and timing of the programme, the speakers, the date and venue due to reasons beyond our control. In the event that a course is cancelled, we shall not be responsible for airfare, travel, hotel or other costs incurred by registered delegates.

SHORT COURSES AND LONG COURSES

1. In-person short courses are available on a half-day, day and 2-day basis.
2. Our leadership programme, The Academy, is our long course and is 10-days of learning held over 5 months in-person and virtually.
3. There is a difference in content between the short and long courses. The short courses suit departments wanting to develop multiple numbers of its team on a more restricted budget and may be suitable as departmental training or team building.

SHORT COURSES

1. Please review course details, content, date and venue carefully before booking a short course. These terms and conditions shall apply to any change requests to your booking.
2. You may purchase a course using a debit or credit card through our finance partners, Stripe or PayPal on www.mosaiccampus.com or you may submit a course booking in order for us to raise an invoice. If we receive a course booking, an invoice will be raised, and the booking will immediately become subject to these terms and conditions.

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3. Payment is due within 5 days of the date of the invoice or prior to the course, whichever is first.
4. Any cancellation requests received 28 days or more before the date of the course will be refunded minus a 10% administration fee. After that date the full fee will be charged.
5. Notice of the request to cancel must be received in writing via email to hello@mosaiccampus.com. This will constitute the ONLY acceptable proof of cancellation. Failure to cancel in accordance with these terms will result in you being liable for the full registration fee.
6. Course Transfers can be made free of charge up to 28 days before the course subject to payment of the difference if transferring to a higher value course and subject to the availability of an alternative course. A maximum of one transfer is allowed; after the transfer no cancellations or further transfers can be accepted and the full fee will be charged. In the event that no alternative course is available, cancellation terms shall apply. Between 27-14 days before the event or course a 10% administration fee will be charged for transfers. No transfers can be accepted 13 days or less before the event or course.
7. Substitute delegates may be named at any time before the start of the course. Please send updated delegate information to hello@mosaiccampus.com

SHORT COURSE TRANSFER AND CANCELLATIONS SUMMARY

Up to 28 days before the course

- Cancellation – 10% administration fee
- Course Transfer* – Free of charge
- Substitute delegates – Free of charge

27 to 14 days before the course

- Cancellations – 100% fee
- Course Transfers – 10% fee
- Substitute delegates – Free of charge

13 to 0 days before the course

- Cancellations – 100% fee
- Course Transfer* – 100% fee
- Substitute delegates – Free of charge

* Course Transfers are subject to payment of the difference on higher value courses and subject to the availability of an alternative course. In the event that no alternative course is available, cancellation terms shall apply.

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LONG COURSES

1. Please review course details, content, date and venue carefully before booking a place on a long course. These terms and conditions shall apply to any change requests to your booking.
2. You may purchase a long course using a debit or credit card through our finance partners, Stripe or PayPal on www.mosaiccampus.com or you may submit a long course booking in order for us to raise an invoice. If we receive a course booking, an invoice will be raised, and the booking will immediately become subject to these terms and conditions.
3. Payment is due within 5 days of the date of the invoice or prior to the course, whichever is first.
4. Due to the unique and personalised nature of the long course which requires pre-work to be undertaken before the first in-person session, the following cancellation terms shall apply: cancellations received prior to 8 weeks before the start date of the long course will incur a 50% cancellation fee. Cancellations received between 4-8 weeks prior to the start date of the long course will incur a 75% cancellation fee. Cancellation less than 4 weeks prior to the start date of the long course will incur a 100% cancellation fee.
5. Notice of the request to cancel must be received in writing via email to hello@mosaiccampus.com. This will constitute the ONLY acceptable proof of cancellation. Failure to cancel in accordance with these terms will result in you being liable for the full registration fee.
6. In case of unforeseen circumstances, we are entitled to supply a substitute tutor or trainer of equivalent quality and experience.
7. In the event that we have to cancel a session in the long course or in its entirety for reasons outside of our control and we are unable to reschedule this within a reasonable time, we will refund the full cost of the course if the course has not commenced or a pro-rated amount depending on how far into the long course the cancelled session is but we shall not be liable for any airfare, travel, hotel or other costs incurred by registered delegates.
8. Due to the unique nature of the long course, there can be no course transfers. Delegate substitutes may only be made 8 weeks prior to the start date of the course.

LONG COURSE CANCELLATION SUMMARY

8 weeks prior to the start date of course

- Cancellation - 50% fee
- Substitute delegate - free of charge

4-8 weeks to start date of course

- Cancellation - 75% fee
- No delegate substitution

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4 weeks to start date of course

- Cancellation - 100% fee
- No delegate substitution

COURSE DOCUMENTATION

1. Course documentation and any online training materials available to you if for your own use and not to be shared or distributed.
2. Where materials are available online to print, and you opt to print your materials, only one copy may exist at any time, which is for your own use, and may not be distributed to others.
3. If you opt to download your course materials, the downloaded files are for your own use, on your own computer (or other computing device) and should not be uploaded anywhere for the purposes of, or incidentally enabling, access to others. This includes, but is not limited to, file sharing sites, personal websites/blogs and company intranets.
4. You may not extract (or attempt to extract) text, images or any other content from the course material for any use whatsoever.

DATA PROTECTION

Personal information provided by you for the purposes of booking a course will be held on a database. Please see our privacy policy for further information.

YOUR RIGHTS

You have the right to cancel your purchase of a course within 14 calendar days of the date of purchase if online or if by booking form, 14 days after the date of invoice. To exercise your right to cancel, you must inform us of your decision to cancel by a clear cancellation statement in an email to us.

CONTACT

For any further questions contact us at hello@mosaiccampus.com