

By registering for one of our training, you accept our terms and conditions.

Accessibility

We strive to make all our capacity building activities inclusive for all. This means we are committed to do our very best to provide training that is accessible for everybody. Please contact us at info@keyaidconsulting.com if you have any questions or concerns regarding your access to the venue or training materials. We are always happy to discuss how we can improve your learning experience.

Bookings and Cancellations

Obtaining a place:

- Unless otherwise stated on the training outline, course bookings operate on a first come, first serve basis. An acknowledgement email will be sent to you after we receive your application. All official correspondence concerning a course booking should be made in writing and sent by email, in order to ensure a clear record of the booking status.

Holding a place:

- Training places are only fully confirmed upon receipt of the full course fee by Key Aid Consulting.
- If two weeks before the course is due to start, payment has not been received and the course is oversubscribed, Key Aid Consulting reserves the right to cancel the participant's place in this course.

Payment:

- Payment is due no later than 2 weeks before the start of the course
- If payment has not been received at the start of the course, Key Aid Consulting reserves the right to refuse access to the course.
- The invoice is issued in Euros and payment should be sent so that the exact amount in Euros is received by Key Aid. The bank charges incurred by the transfer are to be covered by the participant.

Cancelling your booking:

- For bookings cancelled two or more weeks before a course, administrative charges will apply. Applicants will be entitled to a refund of 70% of the course fees paid, or if places are available will be offered a transfer of 90% of the course fees paid onto the next instance of the course.
- For bookings canceled one to ten working days* before a course begins, 25% of the course fee will be refunded (*during normal French working days, Monday-Friday and working hours 9am-5pm).
- For bookings cancelled less than 24 hours (working days only) before a course, or after a course has started, no refund will be provided.
- If the applicant chooses to transfer to another course and then cancels their booking a second time, neither a further transfer nor a refund will be offered.
- Alternatively, participation can be transferred to another candidate from the same organization up until a week before the start of the course.
- The refund must be claimed within two months from the cancelled course start date.
- Please note that unfortunately we are only able to cover our local bank charges and not the recipient's bank charges when we make refunds. If refund is to be made by transfer agent (e.g. Western Union), the transfer fees are to be covered by the participant.
- Refunds may take up to 30 days.

Changing your booking:

- If you are no longer able to attend a booked course, you may attend the next course if places are available. A 10% administrative charge will be applied to this transfer.

Non-attendance:

- No refund will be made for non-attendance on a course. Non-attendance includes: failure to cancel your place; cancelling your place after the close of normal office hours on the last working day before the course; failure to attend the course, and; informing us of cancellation following the start of the course.

Change of the course dates or cancellation by Key Aid Consulting:

- In the event that Key Aid Consulting has to change the course date or cancel the course due to under-subscription or other circumstances, you will be notified at least two weeks before the course is due to take place.
- Nevertheless, there may be specific circumstances beyond our control (this may include but is not limited to, changes in the humanitarian context, insecurity, hazards or natural disasters), which force us to change the dates of a course or cancel last minute.
- If the course dates are changed, you may request a full refund of the course fees if the new dates are not convenient.
- If a course is cancelled you will receive a full refund of all course fees paid.
- We are unable to reimburse any other costs that may have been incurred, including flights, accommodation etc.

Individuals requiring a visa

- Key Aid Consulting recommends that individuals requiring a visa do not book courses less than 8 weeks before the start date.
- No training bookings requiring a visa will be accepted for courses of less than 3 days in duration.
- Cancellations due to visa refusals will be treated following the above cancellation guidelines.
- Only upon receipt of a completed booking form and full payment of course fees will a letter of confirmation be provided. This letter is a standard format, and will be emailed or faxed to the applicant only. Key Aid Consulting cannot send letters to embassies, high commissions or consulates.

Applicants should ensure that they are able to meet the conditions for entry into France or the country in which the training takes place before applying for the course. Information on entry to France can be found at

<http://www.diplomatie.gouv.fr/en/coming-to-france/getting-a-visa/>

Key Aid Consulting cannot offer advice on specific cases or visa requirements.