

Training Course Terms & Conditions

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About these terms

These terms and conditions apply to all training courses offered by Open Voice Lab Ltd ("we", "us", "our"), including our open online courses and bespoke in-house training delivered to organisations. By registering for a course, you ("the delegate") or the organisation booking on your behalf ("the booker") agree to these terms.

Please read these terms carefully before completing your registration. If you have any questions, contact us at info@openvoicelab.co.uk before booking.

Booking and registration

Open online courses can be booked via our website at openvoicelab.co.uk. Completing a registration form constitutes an expression of interest in attending the course. Your place is not confirmed until you have received a confirmation email from Open Voice Lab Ltd.

Following registration, we will contact you to arrange payment. Payment can be made by:

- Invoice - available to organisations booking on behalf of staff. Payment is due within 30 days of the invoice date and must be received before the course date (unless otherwise agreed).
- BACS transfer - bank details will be provided on request or on your invoice.

Your place on the course will be held for 10 working days from the date we issue your invoice or payment request. If payment has not been received within this period, we reserve the right to release your place without further notice.

For bespoke in-house training, bookings are made by agreement between the commissioning organisation and Open Voice Lab Ltd. A bespoke booking is confirmed when both parties have agreed the date, content, fee and delivery arrangements in writing - either by email or by signing a proposal or agreement document. These terms apply to all bespoke bookings unless a separate written agreement has been put in place, in which case that agreement shall take precedence.

Confirmation of booking

You will receive a booking confirmation by email once your registration has been accepted. It is your responsibility to check that the details in your confirmation are correct. Please contact us immediately at info@openvoicelab.co.uk if anything is incorrect.

Joining instructions, including the link for online courses, will be sent to you no later than 5 working days before the course date.

Pricing and payment

Course fees are as stated on our website at the time of booking. All prices are exclusive of VAT unless otherwise stated.

Full payment must be received before the course date. Where an organisation is booking on behalf of a delegate, the booker accepts responsibility for ensuring payment is made in accordance with these terms.

For bespoke in-house training, fees will be agreed in advance and confirmed in writing. A deposit of 50% may be required at the point of booking, with the balance due no later than 14 days before the training date, unless otherwise agreed in writing.

Cancellation and refunds

We understand that circumstances change. Our cancellation policy is as follows:

Table 1: Cancellation notice periods

Notice given before course date	Refund	Transfer option
14 days or more	Full refund	Free transfer if another date is available at the time of booking.
7–13 days	50% refund	Free transfer if another date is available at the time of booking.
Less than 7 days	No refund	Transfer at our discretion if another date is available.
Non-attendance on the day	No refund	No transfer.

All cancellations must be notified to us in writing by email to info@openvoicelab.co.uk. The date of cancellation is the date we receive your email (before 5pm). Verbal cancellations cannot be accepted.

Refunds will be processed within 14 working days of the cancellation being confirmed.

Where payment has not yet been cleared at the time of cancellation, the relevant cancellation charge will still apply and will remain payable.

For bespoke in-house training, the same cancellation periods and charges apply, calculated from the agreed training date. Where a deposit has been paid, this will be deducted from any refund due. Where the full fee has been paid and cancellation occurs within 7 days of the training date, the full fee is non-refundable. Where Open Voice Lab Ltd has already incurred costs in preparing bespoke content or materials, we reserve the right to retain an amount sufficient to cover those costs, regardless of the notice period given.

Transfers

A transfer moves your booking to a different course date. Transfers are subject to availability – e.g. if there is an alternative date available - and must be requested by email to info@openvoicelab.co.uk.

- Transfers requested 14 days or more before the course date are free of charge
- Transfers requested 7–13 days before the course date are free of charge
- Transfers requested less than 7 days before the course date may be considered at our discretion as a goodwill gesture, but are not guaranteed
- Each booking may be transferred a maximum of once. A second transfer request will be treated as a cancellation, and our cancellation policy will apply
- Transfers are not available after a course has taken place

For bespoke in-house training, requests to transfer to a new date are subject to availability in Open Voice Lab Ltd's schedule and must be agreed in writing. We will make reasonable efforts to accommodate a new date but cannot guarantee availability.

Substitutions

If the registered delegate is unable to attend, a substitute delegate may attend in their place provided we are notified by email to info@openvoicelab.co.uk at least **48 hours** before the course date. No additional charge will be made for a substitution.

Cancellation or Changes by Open Voice Lab Ltd

We reserve the right to cancel, postpone or change the format of a course where circumstances require - for example due to trainer illness, technical failure or insufficient bookings.

In the event that we cancel a course:

- We will notify you as soon as reasonably practicable
- You will be offered a full refund or a free transfer to an alternative date
- We will not be liable for any additional costs incurred by delegates or bookers as a result of cancellation, including travel, accommodation or lost time

Where we make a minor change to a course - for example a change of trainer or small adjustment to content - we will notify you but this will not entitle you to a refund.

Where a bespoke in-house training session is cancelled by Open Voice Lab Ltd, we will offer a full refund of any fees paid or a rescheduled date at no additional cost. We will not be liable for any costs incurred by the commissioning organisation in preparing for the training, including venue hire, staff time or travel.

Course delivery

Our open training courses are delivered online. To participate you will need:

- A stable internet connection
- A device with a working camera and microphone
- Access to the video conferencing platform specified in your joining instructions

We recommend testing your equipment in advance of the course. Open Voice Lab Ltd cannot accept responsibility for technical difficulties experienced on the delegate's side, and no refund will be given where a delegate is unable to attend due to their own technical issues.

Courses will proceed at the scheduled time regardless of late arrivals. We are unable to offer refunds or transfers on the basis of late arrival.

For bespoke in-house training delivered on the client's premises or at an agreed venue, the commissioning organisation is responsible for providing a suitable training environment, including appropriate space, equipment and facilities as agreed in advance. Open Voice Lab Ltd will confirm any technical or room requirements prior to the training date. We cannot accept responsibility for disruption caused by the venue or facilities provided by the commissioning organisation.

Delegate conduct

We are committed to providing a safe, respectful and inclusive learning environment for all participants. All delegates are expected to:

- Treat fellow participants, trainers and facilitators with courtesy and respect
- Engage constructively and professionally throughout the session
- Refrain from language or behaviour that is discriminatory, offensive or disruptive
- Not record any part of the session without the prior written consent of Open Voice Lab Ltd and all other participants

Open Voice Lab Ltd reserves the right to remove a delegate from a course at any time if their conduct is considered inappropriate or disruptive. In such cases, no refund will be given.

Course materials

Any materials provided as part of the course - including slides, handouts and resources - are the intellectual property of Open Voice Lab Ltd and are provided for the personal use of the delegate only. They may not be shared, reproduced, sold or used for commercial purposes without our prior written consent.

Where materials have been developed specifically for a bespoke commission, copyright remains with Open Voice Lab Ltd unless otherwise agreed in writing. The commissioning organisation may use materials internally for the purposes for which they were created but may not share, reproduce or repurpose them without our prior written consent.

Recording and photography

Open Voice Lab Ltd may record or photograph training sessions for internal quality assurance or promotional purposes. Where this is the case, delegates will be informed in advance and given the opportunity to opt out of being recorded or photographed. Recordings will be handled in accordance with our Data Protection Policy.

Data protection

Personal data collected as part of the booking process will be handled in accordance with our Data Protection Policy, available on our website. We will use your data to manage your booking, communicate with you about the course, and - where you have

given consent - to send you information about future Open Voice Lab Ltd training and events.

Liability

Open Voice Lab Ltd will not be liable for any indirect or consequential loss arising from attendance at or inability to attend a course, including loss of earnings, travel costs or any other costs incurred in connection with a booking.

Our total liability in connection with any booking shall not exceed the course fee paid by the delegate or booker.

Nothing in these terms limits our liability for death, personal injury caused by our negligence, or any other liability that cannot be excluded by law.

Complaints

If you are unhappy with any aspect of your experience, please contact us at info@openvoicelab.co.uk. We will acknowledge your complaint within 5 working days and aim to resolve it within 28 days.

Changes to these terms

We reserve the right to update these terms and conditions from time to time. The version in force at the time of your booking will apply to that booking. The current version will always be available on our website.

Governing law

These terms and conditions are governed by the laws of England and Wales. Any disputes arising from them will be subject to the exclusive jurisdiction of the courts of England and Wales.