Terms and Conditions

These Training Terms and Conditions (Terms) apply to workshops, training, and consultancy (event) to be supplied by Big Picture Training & Learning Design (we, us, and our), to the entity procuring the consultancy, workshops and/or training for its personnel or other nominated participants (you).

Payment and confirmation

All fees set out in the proposal must be paid in full to secure the event on the agreed date. Training sessions are limited to the maximum number of individual attendees.

Cancellations and changes

If you need to cancel or make a change to the date or location (a change), you must advise us in writing as early as possible. The following policy applies to any change.

- If you make a change less than 20 business days, but more than 10 business days, before the event you must pay a change fee of 50% of the fees (so, if you cancel, we will only refund you 50% of the fees).
- If you make a change within (and including) 10 business days of the event, you must pay a change fee of 80% of the fees (so, if you cancel, we will only refund you 20% of the fees).
- We may make a change due to a reason beyond our control (including illness). Big Picture Training will provide you with as much notice as possible if this occurs. We are not responsible or liable to you or any attendee for any loss or expenses incurred due to that change.

Individual registrations – public workshops

For public workshops booked directly with Big Picture Training, the following policy applies:

- If you are no longer able to attend, you may cancel your registration up to 14 working days prior to the session for a refund (where applicable).
- No refunds will be provided for cancellations made less than 14 days before the session.
- If you can't attend, you may request to transfer your registration to a colleague up to 48 hours prior to the session (subject to confirmation).

Please note: This policy applies only to courses booked directly with Big Picture Training. Where you register through a partner organisation, their terms and conditions will apply.

Pre-purchases of training

You may purchase training sessions in bundles in advance by paying the training fees in advance. The dates for the training will be agreed by the parties (both acting reasonably) on request by you. Pre- purchases are non-refundable and must be used within 12 months of the purchase date.

Right to use training material
All intellectual property rights, in any training material provided by us, are and remain owned by us. You and the attendees may only use the training material to assist in the proper use of any Big Picture Training product, and for no other purpose. In this clause, training material includes any training manual or exercise, or any note made by an attendee during the training session.

Liability
Our liability under or in connection with the Terms or relating to the training or consultancy must not exceed the fees paid for the event to which the liability relates. Without limiting the previous sentence, we exclude all liability for indirect, consequential, or incidental loss or damage, or for loss of profit, savings, business, revenue, and/or goodwill, arising under or in connection with the Terms or relating to the training.

Disclaimer
The information provided by Big Picture Training, including through our website, training programs, services and resources, is general in nature and provided for learning and professional development purposes only. It does not constitute legal advice and is not intended to replace independent legal or professional advice. While every effort is made to ensure information is accurate and up to date at the time it is provided, legislation, regulatory requirements and organisational policies may vary by jurisdiction and change over time. Participants and organisations should always refer to current legislation, relevant regulators and internal policies, and seek their own legal or professional advice when applying information in practice or making decisions.

Entire agreement
The Terms set out the entire agreement between us.

No customer terms (whether attached to the Purchase Order or quote, or otherwise) will apply.