

**TERMS AND CONDITIONS FOR PUBLIC TRAINING****Your invoice**

- Based on your registration, TeamProsource will send you an invoice which is cash payable (due within 7 days).
- If you require a special reference on the invoice, please inform the TeamProsource Office by email.
- All prices mentioned are exclusive of 21% VAT.
- The fee covers all course materials, breakfast, lunch and coffee breaks.

**Your discounts**

- Our prepaid training voucher allows you to book training courses at a reduced price. Please contact the TeamProsource Office for more information.

**Confirmation**

- TeamProsource will confirm the training session and location one week prior to the start of the training session by email directly to the participant. If you did not receive this confirmation email, please contact our Office.
- TeamProsource may alter the training location provided that the new training location is within an acceptable distance from the original location.

**Overbooking**

- If a training session is overbooked, TeamProsource gives priority to participants that have already paid for the training session.
- In case of an overbooking, TeamProsource will automatically transfer you to the next training session of the same training course.

**Cancellation**

- TeamProsource reserves the right to cancel a training session. We will notify you no later than one week prior to the start of the training session. You will be given a free transfer to a next training session or another training course or a full refund of fees paid.
- If you should cancel fourteen calendar days or more before the start of the training session, you will receive a refund less a 10% service charge.
- Regrettably no refund can be made for cancellations by participants less than fourteen calendar days before the start of the training session.
- A substitute may be named at any time before the start of the training session and is free of charge.
- If you want to reschedule for a next training session or another training course please contact our Office.
- Cancellations or rescheduling must be made in writing and received by TeamProsource before the start of the training session.

**TeamProsource Office**  
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**Email: [training@teamprosource.be](mailto:training@teamprosource.be)**