

# VIGOST Ltd Terms and Conditions

## 1. Disclaimer

VIGOST LTD tries to ensure the information on this Web site is accurate and current but does not accept liability for any error or omission it may contain. All warranties expressed or implied as to the accuracy or completeness of the information on this Web site, or in respect of any products or materials referred to, are excluded to the extent permitted by law.

The information contained on this Web site is intended to provide general information about VIGOST Ltd's Strategy Planning Services and is subject to change without notice.

Workshop bookings made on this Web site is deemed to be acceptance of the terms and conditions contained in this policy. VIGOST Ltd may vary this policy at any time. The current version of the policy will be maintained on the Web site.

## 2. Copyright

The copyright in all materials displayed or available on this Web site is the property of VIGOST Ltd unless otherwise stated. No material from this Web site may be reproduced or distributed in any media without written permission from VIGOST Ltd.

## 3. Online Privacy Policy

VIGOST Ltd will accept personal information provided by you on this site, for online registration for Strategic Planning Workshops. VIGOST may from time to time collect additional information about you on this web site. Such information will only be used for the purpose of providing or enhancing VIGOST Ltd products and services to you. We will not supply your information to any third party without your prior agreement.

VIGOST Ltd reserves the right to contact you regarding your attendance at our workshops for purposes including post-event survey, information updates, workshop feedback, and related sponsor or marketing material.

As required by the Privacy Act 1993, VIGOST Ltd follows strict security procedures in the storage and disclosure of information which you have given us to prevent unauthorised access. Our security procedures mean that we may occasionally request proof of identity before we are able to disclose sensitive information to you.

**It is VIGOST Ltd's strict policy not to train other management consultants and to that effect VIGOST Ltd reserves the right to seek confirmation of employment status.**

## 4. Booking and purchasing VIGOST Ltd products online

At this stage Credit card payment is not available online in real time. Your registration or booking will be submitted immediately for activation once you completed your online booking. A 30% deposit is required at the time of all bookings. Full payment (the remaining 70%) of the Workshop fee must be deposited into the VIGOST Ltd BNZ account no later than 2 weeks prior to the workshop date.

## 5. Cancellation and Refund Policy (Public Workshop)

VIGOST Ltd requires ten clear working days notice of a Public workshop cancellation to allow for a refund. If you are unable to give such notice you may arrange another person directly employed by your business to attend in your place. Unless such notice is given, full conference fees are payable and refunds will not be given. However you can still receive the workshop documentation. Should a public workshop fail to attract a required minimum number of participants we reserve the right to cancel it or reschedule it.

VIGOST Ltd reserves the right to reschedule workshop dates to ensure workshops are well attended. Should the rescheduled workshop date not be suitable, VIGOST will return the Workshop Fee in full.

There are no-refunds of workshop fees should a participant have to depart from the workshop before it has concluded. However, VIGOST Ltd will at their discretion allow the participant to enroll in a future workshop with the only additional costs being food and refreshments.

With regard to in-house workshops, a separate cancellation and refund policy will be discussed.

## 6. Confidentiality

VIGOST Ltd acknowledges that both parties will contribute confidential information to each other as part of the workshop process. VIGOST Ltd will as far as possible ensure participants on the public workshop are not directly competing businesses. Each participant will keep all confidential information provided to it by the other party confidential, and will not reveal any such information to any third party. Revelation of confidential information to employees of each party may be made but only on the basis that such confidential information is made available only for the purposes of the business of the party in preparing the strategic information, and implementing the strategy in question. All employees who work for the participant business but whom do not attend the workshop, but whom will have access to and receive any confidential information from the company representative(s) that do attend, shall have first signed a Confidentiality Agreement, specifically in relation to access the Workshop workbook.

## 7. Complaints

VIGOST Ltd treats any complaint seriously and will make 100% effort to rectify legitimate complaints from participants on the workshops. All participants are encouraged to make clear to the workshop facilitators their complaint specifics if they arise. This will give facilitators time to make improvements quickly. If a complaint cannot be resolved during the workshop, VIGOST Ltd reserves the right to insist that before any other steps are pursued the matter be mediated by an independent person.