



SAGE Support Package: Booking Form

Booking details

SAGE Support Package

Including 1) Introduction to SAGE training, 2) Facilitation skills training, 3) Guidance throughout SAGE

Provisional dates agreed with IIED team: _____

Fee: £3000 exclusive of VAT or other taxes

Main contact for the booking (this will usually be the lead SAGE convenor)

Name: _____

Organisation: _____

Email: _____

Phone: _____

Address (line 1): _____

Address (line 2): _____

Country: _____

Postcode: _____

Invoice details, if different from contact details above

Name: _____

Organisation: _____

Email: _____

Phone: _____

Address (line 1): _____

Address (line 2): _____

Country: _____

Postcode: _____

Where did you hear about SAGE? _____

Have you been in contact with anyone from the SAGE training team at IIED? **Yes / No**

Please tick the box to confirm you have read and agree with our terms and conditions (available on the following page):

I agree to the terms and conditions

Signature: _____

Date: ____/____/_____

Please submit this form via email to phil.franks@iied.org

Booking terms and conditions for the SAGE support package

These booking terms and conditions apply to your booking with IIED. All Bookings are accepted subject to availability and these terms and conditions. These terms and Conditions should be read carefully prior to making a booking and any queries relating to them should be raised with the SAGE training team prior to making a booking, as making the booking constitutes acceptance by you of these terms and conditions. If you have any queries relating to these terms and conditions, please contact phil.franks@iied.org or another member of the SAGE training team.

You are responsible for the accuracy and completeness of all information you provide in this booking form. Your booking will not be confirmed until it has been acknowledged by IIED. We will use reasonable endeavours to send you a confirmation of your booking by email within 10 working days.

In these booking terms and conditions references to 'you' and 'your' include the first named person on the booking form and all persons on whose behalf a booking is made or any other person to whom a booking is added or transferred.

1. Fee

The fee for the SAGE support package is £3,000 plus VAT for UK customers; VAT is not charged to customers outside the UK. The fee must be paid on receipt of invoice from IIED. Further details of what is included for the fee can be found on the [IIED website](#). The fee covers virtual support.

2. Payment method

For the SAGE support package, there is no deposit or instalment process. The fee must be paid in advance and in full. Payment can be made by money transfer – paid direct to the IIED bank account, details of which will be included with your invoice. The invoice number and your name must be quoted on all bank transfers. Receipt of the payment is required to confirm the booking.

3. Language

Proficiency in both verbal and written English, Spanish or French is required. Training and 1:1 guidance will be provided in either English, Spanish or French and you are expected to participate fully in all sessions. Please ensure you observe these requirements before booking.

4. Cancellations and deferment

If you wish to cancel your booking you must put your request in writing no less than two weeks prior to the start date of the package, in order to receive a refund. If you cancel after this date, you will not receive a refund. An administration fee of 10 per cent of the SAGE support package fee will be charged for all cancellations.

In case of cancellation by IIED, the booking fee paid will be refunded. We reserve the right to make changes to the support package such as amending the schedule. In the event that you or your booking is affected by the coronavirus pandemic, we will review all options including delaying provision of the support package or refunding fees. Please contact the SAGE training team if you have any queries or concerns. It is your responsibility to inform IIED of any change to the contact address, telephone number or email address you provide at the time of booking.

5. Resale and substitution

You may not re-sell a booking without prior written consent from IIED. You may however change the list of participants for the training sessions without charge.

6. Conditions of attendance

IIED is dedicated to creating and maintaining a positive experience where everyone is treated with dignity, courtesy and respect, regardless of gender, gender identity and expression, sexual orientation, disability, physical appearance, body size, race, age or religion. We do not tolerate bullying, intimidation, harassment or victimisation in any form. Any discriminatory language and imagery are not appropriate at any IIED program, including in presentation material. If you violate these rules, you may be refused access to or removed from the trainings without a refund.

7. Data Protection

Information you provide on this booking form will be held by IIED. For the purposes of the Data Protection Act 2018, IIED is the data controller. We may store this information on a secure site on OneDrive or SharePoint. This information will not be kept for any longer than is needed. The information you provide on this booking form may be

used by IIED where necessary for the purpose of administering the SAGE support package and to improve the services we provide. We may ask you to confirm your personal details to ensure they are accurate. As you have provided personal information, we need you to consent to the processing of this data. By submitting this booking form, you are agreeing to IIED processing this data as described above.

8. Copyright and intellectual property rights

The copyright and other intellectual property rights in relation to all presentations, documentation and materials published or otherwise made available as part of the support package remain the sole and exclusive property of IIED or as otherwise cited, or are included by us with the permission of the owner of those rights. In booking the support package, you agree that you will notify and acknowledge IIED when making use of any of the presentations, documentation and materials. Written agreement from IIED must be obtained to use any of these materials for commercial gain.

9. Changes to the SAGE support package

We reserve the right to make alterations to the published SAGE support package where reasonably necessary. Any changes to the SAGE support package will be published on the [IIED website](#) or notified to you by email.

10. Photographic and video material

IIED may record photographic and video material during the trainings. At the start of the training, you will be asked if you consent to IIED including images or recordings of you in material used in various publications, press releases, promotional activities or other related endeavours. This material may also appear on the IIED website and/or related social media. If you do not wish any photos or video recordings of you to be included in such material, please inform the SAGE training team prior to or at the start of the training.

11. Equality and diversity statement

We are working towards being fully inclusive. We endeavour to arrange SAGE support packages in fully accessible ways. If you are likely to require any additional support, please contact the SAGE training team as soon as possible for further advice or guidance.

12. Amendments and variations

Please note that we may amend and update these terms and conditions from time to time. The terms and conditions as published in the latest version of the booking form available on our [website](#) (or as otherwise provided to you) at the time of confirmation of your booking will apply. Once your booking is confirmed, these terms and conditions shall be binding on you.

13. Dispute resolution

If any dispute arises out of these terms and conditions or your booking, Both Parties will attempt to settle any disputes in an amicable manner. To this end IIED shall use reasonable endeavours to consult or negotiate in good faith, and attempt to reach a just and equitable settlement satisfactory to both parties.

14. Liability

Nothing in these terms and conditions will operate to limit or exclude liability of either party for death or personal injury arising out of its negligence, or for its fraud nor any other liability which cannot be excluded or limited under applicable law. In no circumstances will either party be liable to the other party for any loss of business, revenue, profits, anticipated savings or goodwill (whether direct or indirect) or for any indirect, special or consequential loss, arising out of or in connection with these terms and conditions.

15. Governing law and jurisdiction

These terms and conditions shall be governed by and construed in all respects in accordance with the law of England and Wales and all parties agree to submit to the exclusive jurisdiction of the courts of England and Wales.

These terms and conditions were last updated on 14 July 2021.