

# MCE TERMS AND CONDITIONS: OPEN TRAINING PROGRAMME REGISTRATIONS

## The main points:

- **MCE terms and conditions apply for all registrations** on Open Training Programmes (Live Online and Face-to-Face/In Person)
- **Full payment of registration fees is required before attending** any MCE Open Training Programme – if payment is not made in advance, you will not be able to attend (unless your company has a specific corporate agreement with MCE about invoicing and payment conditions)
- **Cancellation or Transferring** is possible free of charge 21 calendar days or more before the start of the MCE Open Training Programme
- **Cancellation or Transferring** is possible less than 21 calendar days before the start of the programme, but full registration fees are applicable and to be paid in full before the starting date of the original programme
- **Replacement participants are possible** and the name of the participant should be sent via email to MCE at [info@mce.eu](mailto:info@mce.eu)
- **No-Shows on the day of the programme** means no reimbursement of fees is possible and no transfers are possible
- **Force Majeure** – cases will be dealt with on a case-by-case basis, but please inform MCE as soon as possible to ensure it is processed quickly

## The full details:

All of the below mentioned terms and conditions apply unless a special agreement exists between MCE and the Client Company/ Organization, in which case, the special agreement overrides this Registration Agreement.

1. **Services provided by** AMA Europe SA, operating as MCE (Management Centre Europe).  
All services related to MCE's Open Training Programmes are delivered by AMA Europe SA, Chaussée de La Hulpe 166, 1170 Brussels, Belgium, hereinafter referred to as "MCE". These services are subject to the terms and conditions hereunder unless otherwise specifically agreed by in writing prior to the programme.
2. **Confirmation of registrations:** Registrations become firm upon acceptance of:
  - a. MCE's Terms and Conditions, unless specific conditions were agreed in writing between MCE and the Client Company.
  - b. Receipt of MCE's Confirmation Email

**3. Payment in advance of all registrations**

- a. Before attending any MCE Open Training Programme, full payment of registration fees are required.
- b. If fees are not paid prior to the programme, the participant will not be permitted to join the programme.
- c. MCE cannot unfortunately guarantee the right to attend a programme with last minute payments, due to logistical restrictions. It is advisable to settle all outstanding registration fees at least 14 working days prior to the programme to guarantee your place.

**4. Cancellation:** A request from the Participant or Client Company to cancel a registration should be submitted to MCE in writing (either by post or email to [info@mce.eu](mailto:info@mce.eu)) and will incur the following cancellation fees:

- a. **more than 21 calendar days** prior to the starting date of programme – the cancellation is free of charge
- b. **between 21 calendar days and 7 days** prior to the starting date of the programme, the full fees are applicable. If the client pays the registration fees before the start of the programme, the client is entitled to transfer the participant to alternative dates/programme. If the full fees are not paid in advance, no transfer is possible but fees are still applicable and payable.
- c. **6 calendar days or less** before the start of a programme, full fees are applicable and no transfer is possible to another programme.

**5. Transferring to new dates or a new programme:** A request from the Client Company to transfer a registration should be submitted to MCE in writing (either by post or email to [info@mce.eu](mailto:info@mce.eu)) and will incur the following transfer fees:

- a. **more than 21 calendar days** prior to the starting date of programme – the transfer is free of charge
- b. **between 21 calendar days and 7 days** prior to the starting date of the programme, the full fees are applicable. If the client pays the registration fees before the start of the programme, the client is entitled to transfer the participant to alternative dates/programme. If the full fees are not paid in advance, no transfer is possible but fees are still applicable.
- c. **6 calendar days or less** before the start of a programme, full fees are applicable and no transfer is possible.

**6. Replacement Participant:** A request from the Client Company to nominate another person to replace the initial participant should be submitted to MCE in writing (by post or email to [info@mce.eu](mailto:info@mce.eu)) and will be free of charge.

**7. No show:** If MCE has not been informed (in writing) in advance of a cancellation or a transfer request, and the participant does not attend the programme, no reimbursement of registration fees is possible. Transfers are also not possible.

8. **Force majeure:** circumstances include but are not limited to: serious personal issues, medical issues (supported by a medical certificate), strikes, labour unrest, actions or inaction by public authorities, serious transport disruptions including breakdowns, driving bans or fuel shortages, natural catastrophes, health epidemics, quarantines, civil unrest, acts or terrorism or other acts of violence or war. The Client Company may request in writing to cancel or transfer the registration due to a force majeure.
  - a. To request a cancellation or transfer for “force majeure” please contact MCE in writing (by post or email to [info@mce.eu](mailto:info@mce.eu)) with full details, including supporting documents when applicable (e.g. medical certificate, proof of cancelled flights, travel bans etc.)
  - b. On a case-by-case basis, MCE will handle the request and if approved, no fees are applicable for a transfer to later dates.
  - c. MCE may be required to reschedule programmes due to a force majeure or rapid changes in market demand. Any un-refundable related expenses incurred by the Client Company may be submitted to MCE with supporting documentation.
  
9. **Invoicing & Payment conditions:** MCE will invoice the Registration Fee agreed in the email Confirmation of Registration sent by MCE to the Client Company.
  - a. The Fee does not include VAT and/or local taxes. MCE will apply the VAT and/or local taxes as applicable in the country where the programme takes place.
  - b. MCE’s payment conditions
    - i. **Standard Payment date:** MCE’s fees are payable 30 calendar days as of date of invoice for standard invoices except where the registration is made less 45 days before the start of the Open Training Programme.
    - ii. **For Registrations made less than 45 calendars before the start of the programme:** payment is due in full before the date specified on the invoice and in all cases this means before the programme starts.
  - c. **Means of payment:** MCE’s invoices are payable by bank transfer into one of MCE’s bank accounts – net of bank charges – or by credit card (Amex only).
  - d. **Queries and questions:** any query in relation to an invoice must be reported in writing to MCE within 8 calendar days after receipt of the invoice.
  - e. **Late payments:** It will not be possible to join any MCE Open Training Programme if registration fees are not paid in full prior to the start of the programme.
  
10. **Copyrights and Intellectual property rights:** All intellectual property associated with MCE and its programmes remain the exclusive property of MCE unless otherwise specified in the programme materials.
  
11. **Applicable law & jurisdiction:** Unless otherwise specifically agreed in writing with MCE, the Client Company agrees that any disputes arising between MCE and the Client Company regarding this Agreement, shall be handled in accordance with Belgian Laws and subject to the jurisdiction of the Belgian Courts.

MCE Terms & Conditions, Open Programmes / Updated Nov 2023.

For any questions please contact MCE at [info@mce.eu](mailto:info@mce.eu)