



WEBINARS TERMS & CONDITIONS

1.0 DEFINITION OF KEY TERMS:

- a. The terms "we", "us", "our" and "WEL" refers to Wing Engineering Limited.
- b. The terms "you", "your", "their", "they", "individual(s)", "registrant(s)", "delegate(s)", "trainee(s)", "attendee(s)", "participant(s)", "customer(s)", "client(s)", "corporate client(s)", "anyone", or "organisation" refers to the person, firm, organisation or other entity which contracts or engages with us in relation to our webinars.
- c. The term "webinar" refers to open access training sessions which are delivered via the internet in live or real time using a video conferencing platform.

2.0 AGE REQUIREMENTS:

All webinar participants must be aged 18 or over.

3.0 PAYMENT OF WEBINAR FEE:

Except otherwise agreed or required, payment of webinar fees shall be made by registrants at the point of registration for the webinar.

4.0 WEBINAR LANGUAGE:

All webinars will be delivered in the English Language. As such, it is the registrant's responsibility to ensure that they, or anyone on whose behalf they are registering, are able to read, write, and communicate proficiently in English Language.

5.0 WEBINAR PRE-REQUISITES:

- a. Pre-requisites refer to the prior knowledge or background clients should have before attending our webinars.
- b. All webinar participants are expected to have a fundamental understanding of the subject matter of any webinar they decide to participate in.

6.0 WEBINAR MATERIALS & RESORUCES:

- a. Webinar materials and resources may be made available as soft downloadable documents, or ready-only documents with time-limited* access, or a combination of both.
- b. Access to webinar replays will only be available to registrants for a specified time-limit*.

* The time-limit will be communicated to participants during the webinar, via email, and/or on the access webpage.

7.0 WEBINAR ATTENDANCE CERTIFICATE:

- a. Upon completion of any of our webinars, we would issue a professional development attendance certificate to all participants in full attendance. This certificate will include a reference number which is unique to each participant.
- b. Where a participant fails to attend or take part in the entire webinar, an attendance certificate will only be issued at the discretion of the webinar instructor. Basically, the instructor will need to make a judgement on the significance of any missed portions of the event, and thus, whether a certificate is merited or otherwise.
- c. Registrants who only watch a webinar replay will NOT be entitled to an attendance certificate.

8.0 WEBINAR CANCELLATION, POSTPONEMENT OR CHANGES BY YOU:

Unfortunately, a fee must be charged when your confirmed bookings are cancelled, postponed to a future date, or swapped for another webinar. The following scale of charges, which are expressed as a percentage of the webinar fee, will apply:

- a. 30 days or more to the start of the webinar - **25%**
- b. 14 days or more (but less than 30 days) to the start of the webinar - **50%**
- c. Less than 14 days to the start of the webinar - **100%**

All webinar cancellations, postponement, and changes must be made in writing by the registrant or corporate client who placed the booking and will be effective from the date it is received by WEL.

9.0 WEBINAR CANCELLATION OR POSTPONEMENT BY WEL:

In the quite unlikely event of a cancellation or postponement by us, clients with confirmed bookings will be offered a chance to change their bookings to a later date at no extra cost, or a full refund. We will **NOT** be liable for any other costs.

10.0 REGISTRANT SUBSTITUTIONS:

A registrant substitution may be made at no extra cost prior to the commencement of the webinar. However, this **MUST** be made in writing by the registrant or corporate client who made the booking and must be done no later than 2 working days prior to the start of the programme.

11.0 CORRESPONDENCE:

All correspondence from us would be sent to the email provided by the registrant or corporate client during registration or booking.

12.0 DATA PROTECTION:

Wing Engineering Limited complies with the EU's General Data Protection Regulation (GDPR). Please refer to our [general terms and conditions](#) and [privacy policy](#) for information about how we would use and protect your personal data.

13.0 COPYRIGHTS:

Except otherwise stated, ALL webinar training materials are the copyrights and intellectual property of Wing Engineering Limited, and are protected by UK and International Copyright Laws. As such, these materials **MUST NOT** be sold, copied, reproduced, republished, posted, broadcasted, transmitted, or made available to a third party without our written permission.

14.0 DISCLAIMER:

Any learning outcomes or attainment claims outlined against each webinar description, or referenced during the webinar, represent targets and/or typical knowledge and skill level attainments achievable following the completion of the webinar it relates to. However, as we cannot guarantee the capabilities of individual participants, we will **NOT** accept any liabilities in relation to participants who fall short of the stated targets and/or attainments.

15.0 LIABILITIES:

We shall **NOT** accept any liabilities in relation to any of our webinars **EXCEPT** such is expressed in this document, agreed in writing elsewhere, or is directly due to the professional negligence of our instructors or other representative. Furthermore, our aggregate liability shall **NOT** exceed the total fees paid by you.

16.0 WEBINAR BASIS:

ALL of our webinars are based on the EU/EASA regulatory framework as it applies to Commercial Air Transport (CAT) operations **EXCEPT** otherwise stated.

17.0 COMPLETION OF WEBINAR REGISTRATION PROCESS:

Anyone intending to complete anyone of our webinars **MUST** complete our online registration process for the required event. For corporate bookings, please [contact us](#).

18.0 ACCEPTANCE OF WEBINAR TERMS & CONDITIONS:

By proceeding to complete the registration process for any given webinar, you are affirming your acceptance of these terms and conditions. For corporate bookings, by proceeding to pay any invoice we send you in relation to your webinar booking, you are affirming your acceptance of these terms and conditions.

19.0 COMPUTER REQUIREMENTS:

While we have made reasonable efforts to ensure that the webinar platform we have chosen is compatible with all PC and mobile devices, we cannot guaranty full functionality on all devices. We are only able to guarantee full functionality on desktop computers, laptops, and netbooks with the latest version of Google Chrome.

NOTE: The speed of your internet connection will also influence the quality of your experience on the webinar. When joining a webinar, we recommend disconnecting or switching off any other devices or apps which are dependent on your internet connection.

20.0 GENERAL

- a. We reserves the right to update or amend these terms and conditions and any webinar information published on our website without prior notice and at any given time as may be required.
- b. Training materials supplied or made available by a third party may be used within our webinars if this is required for operational or other reasons.
- c. These terms and conditions shall be construed, governed, and implemented in accordance with the laws of the United Kingdom as applicable in Scotland.
- d. In the event that a client contravenes these terms and conditions, we reserve the right to take any action(s) we consider to be appropriate and reasonable.
- e. Any issues arising, which is not already covered by these terms and conditions, shall be resolved as we consider to be appropriate and reasonable.

21.0 EFFECTIVITY

These terms and conditions are effective from 31st January 2019.