

# Training Cancellation Policy



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## Joining instructions

Delegates should complete the online registration form to enrol on a course (all in-person, virtual and e-learning courses). Please inform us if you experience technical difficulties on the website or have queries regarding the course by sending an email to [RegReportingTraining@lseg.com](mailto:RegReportingTraining@lseg.com).

***All registrations are subject to the terms and conditions listed below.***

## Payment

The course fee includes all supporting documentation supplied by the London Stock Exchange Group to the delegates in relation to the chosen course. All delegates are responsible for their own travel and accommodation arrangements, where applicable.

Any special requirements for billing should be discussed prior to the course by sending an email to [RegReportingTraining@lseg.com](mailto:RegReportingTraining@lseg.com).

### **In-person or Virtual courses**

#### **LSEG Post Trade clients:**

When registering for an in-person or virtual course, once your registration has been confirmed, the London Stock Exchange Group shall issue you an invoice. Full payment of the fees must be received by the London Stock Exchange Group 28 days after receipt of such invoice.

#### **Non-LSEG Post Trade clients:**

Full payment of the in-person or virtual course fee as stated at time of booking prior to attending the course.

### **E-learning courses**

Payment must be made in full at the time of registration by both clients and non-clients when registering for an e-learning course.

## Substitutions and cancellation

The London Stock Exchange Group reserves the right to change or cancel the course or any part of its published programme due to unforeseen circumstances. In such circumstances the London Stock Exchange Group will endeavour to contact the delegate or organisation (whichever is applicable) by email.

## **In-person or Virtual courses**

Substitutions will be considered upon request, provided such request is received no later than 48 hours prior to the in-person or virtual course start date. If you are an organisation, you must provide the London Stock Exchange Group with details of all delegates at least 48 hours in advance of the course start date.

Cancellations must be made in writing (post or email) and must be received by the London Stock Exchange Group 15 working days prior to the date of the in-person or virtual course. A full refund will be given for cancellation requests received 15 working days before the in-person or virtual course.

Delegates who cancel 10-14 working days prior to the in-person or virtual course will receive a refund equal to 50% of the fee.

No refund will be given for cancellations received less than 10 working days before the in-person or virtual course.

## **E-learning courses**

Substitutions cannot be made for e-learning courses and tickets are not transferrable once purchased.

A full refund will be given for cancellation requests received within 7 working days of registration for the e-learning course. Delegates must request the refund via the online booking system. The refund will be processed within 7 days of the request being received.

## **Data protection**

Please refer to our Privacy Policy which is a part of these terms and conditions and contains details about how the London Stock Exchange Group uses your personal data to provide services to you.

We will only share your course results with third parties to allow them to carry out background checks on you if you have specifically consented to us doing so.

## **Liability**

The London Stock Exchange Group shall not be liable whatsoever to the delegate or the organisation participating in the course for any inaccurate or misleading information, nor for any consequential damage or expense or any loss of profit or any liability to third parties incurred as a result of reliance on such information which is provided for educational purposes only.

The London Stock Exchange Group's total liability under this agreement shall be limited to the total fees payable under this Agreement. Nothing in this Agreement shall limit the liability for death, fraud or personal injury caused by its negligence.

# REGULATORY REPORTING

## Intellectual property rights

The delegate agrees that all intellectual property rights held in all documentation supplied by the London Stock Exchange Group to the delegate in relation to the course are and shall remain property of the London Stock Exchange Group and therefore any exploitation, copying or distribution in any form of the same is strictly prohibited.

The delegate or organisation (whichever is applicable) shall not at any time use the name, logo or trademark of the London Stock Exchange Group, LSEG Regulatory Reporting or any other names, logos or trademarks referred to without the written consent of the London Stock Exchange Group.

