

MADRIX UK Training Course

Provided by Lumos Lighting Group (LLGUK)

Terms & Conditions

1. Registration for Attendees

You can register for MADRIX UK Training courses in written form via e-mail. It is not possible to register verbally or by telephone. Your registration becomes binding when we confirm receipt of full payment or an accepted purchase order for your attendance fee. Registrations are considered in the order of entry on a first come, first served basis.

2. Course Certification

Each attendee receives a personal certificate of participation at the end of the fully completed training course.

3. Confirmation

Each attendee will receive a formal confirmation from Lumos Lighting Group (LLGUK) to confirm the registration. The confirmation will be sent out a minimum of 10 days prior to the training course date.

4. Fees and Terms of Payment

The MADRIX UK training course will be charged at £345 + VAT per person for one full course. This is non-negotiable. This fee is charged per person. Travel expenses or any other expenses not previously mentioned in the course outline are not covered by LLGUK and must be paid by the attendee.

5. Cancellation Policy

An attendee may opt out of registration by sending a formal cancellation request in written form to LLGUK e-mail (info@llguk.com). All cancellation requests must clearly state the attendee's full name, course date, and the reason for cancellation. The following refund structure applies and is non-negotiable:

- **More than 14 calendar days before the course start date:** A full 100% refund will be issued and the attendee's space will be cancelled immediately. Alternatively, where a future course date is available, the attendee may request to transfer their booking to that date at no additional charge.
- **Less than 14 calendar days before the course start date:** No refund will be issued. The attendee's space will be cancelled immediately and the full course fee will remain payable.

All cancellation periods are measured in calendar days from the date the written cancellation request is received by LLGUK. The date of receipt, not the date of sending, determines which refund tier applies.

6. Cancellation or Rescheduling by LLGUK

LLGUK reserves the right to cancel a training course or set a new date in exceptional circumstances. If a course does not take place due to unavailability of the trainer, force majeure, or any other unforeseen circumstances, then no claim can be made against LLGUK beyond the refund of attendance fees already paid. Any attendance fees that have already been paid will be reimbursed in full in such cases. LLGUK will

inform attendees of such changes as soon as possible and all attendees registered to a cancelled or postponed training course will be offered first refusal for spaces on the next planned course.

7. Copyright

Copyright is held by Lumos Lighting Group and inoage GmbH (MADRIX). Reproduction, forwarding, or any other deviating usage, especially in commercial training courses, whether in part or in full, is strictly forbidden. Topics and contents may be subject to change without prior notice.

8. Data Privacy

By registering, attendees confirm their agreement that personal data is processed solely for the purpose of conducting the training course. Personal data will not be shared with third parties for any reason but may be shared within Lumos Lighting Group of companies.

9. Footage and Promotional Media

Attendees are not permitted to record any video or audio footage during a training course under any circumstances. By signing these terms and conditions, attendees give their permission for LLGUK to take photographs or video footage during training courses for use as promotional material or for reference purposes. Attendees acknowledge that their likeness may appear in such footage. *Any attendee who wishes to withhold this permission must notify the trainer in writing prior to the course, or in person at the start of the training day.*

10. Liability & Application

Attendees are responsible for themselves, their actions, and their valuables and possessions during the training course. Attendees will be held liable for any damage they may have caused to property or belongings owned by LLGUK during the period of the course. The cost of repair or replacement for such damages will be charged in full to the attendee.

These terms and conditions apply to all training courses of LLGUK in which the contents and knowledge are derived from inoage GmbH (MADRIX). Where these terms and conditions do not state otherwise, the standard business terms of LLGUK apply.

11. Governing Law

The agreement shall be governed by, and construed in accordance with, the laws of the United Kingdom.