

Terms & Conditions

Etiquette & Protocol Academy of Prague is an international etiquette and protocol consultancy located in Prague, Czech Republic. We operate etiquette and protocol training in Europe and around the world.

General Terms and Conditions

Programme and Course Availability

Etiquette & Protocol Academy of Prague reserves the right to modify the assortment of etiquette and other programmes and sessions including dates, times, availabilities and prices according to the constraints imposed by the directors, partners and suppliers. Etiquette & Protocol Academy of Prague also reserves the right to inform the consumer about the above modifications.

In the case of prolonged unavailability of a class, Etiquette & Protocol Academy of Prague will propose to the consumer an equivalent substitute course or the total reimbursement of the original course.

Prices

Prices are given in CZK or EUR and are exclusive of VAT. They are effective at the time of the order's validation by the consumer. These prices do not include the contribution to the translation costs. Translation costs are additional and will be indicated before the final validation of the order form.

Payment

The accepted methods of payment include: bank wire transfers, credit/debit cards or cash. For any other method of payment, please contact Etiquette & Protocol Academy of Prague by telephone at + 420 (0)603 806 844 or by email.

Course Dates and Timetables

The etiquette and other course schedules are planned in advance and may be communicated on demand via email or telephone. They are also available on Etiquette & Protocol Academy of Prague's website. Etiquette & Protocol Academy of Prague reserves the right to modify the course schedules and places at any time. In case of complete cancellation of a course by Etiquette & Protocol Academy of Prague, we commit ourselves to reimbursing the cost paid to us for your training course (this does not include travel, accommodation or any other aspects related to the course as travel insurance - see below - is suggested) or to rescheduling the course to a later date.

Languages

Etiquette & Protocol Academy of Prague is international. The courses are given in English and, for private sessions, can be translated into French, Russian, Arabic, Japanese, Mandarin, Cantonese or most other languages with translation costs at the client's expense. Participants in the scheduled 'group' sessions should have a good working knowledge of English.

Reception of Foreign Participants

Each participant is responsible for his or her visa, travel and other administration arrangements.

It is strongly advised that all potential clients requiring a visa make the relevant applications well in advance as exceptions to the company refund policy cannot be made.

Etiquette & Protocol Academy of Prague has a variety of hotel partners and would be pleased to provide you with additional information; however reservations and bookings are your sole responsibility.

Audio/Visual

The video or audio recording by a participant of any programme given by Etiquette & Protocol Academy of Prague is prohibited unless agreed in writing. Photos taken by Etiquette & Protocol Academy of Prague that are given to the participants are not to be used on social media without each participant's approval.

Occasionally, Etiquette & Protocol Academy of Prague will film or photograph a programme, or segment of a programme, for internal or external marketing purposes. Participants who do not wish to be included must advise Etiquette & Protocol Academy of Prague in writing no less than ten working days before the programme commencement date.

Insurance

Etiquette & Protocol Academy of Prague maintains Business Liability Insurance.

Each participant shall be regarded as carrying his or her own risk for personal injury or loss of property during the programme.

We strongly recommend that, at the time of booking your travel, you take out a travel insurance policy of your choice. The policy taken should include loss of deposit/registration fee through cancellation, medical insurance, loss or damage to personal property, financial loss through disruption to accommodation or travel arrangements due to business failures, strikes or other industrial action, other Force Majeure occurrences or Acts of God.

It is the responsibility of each participant or, if under the age of 18 years old, the responsibility of the participant's parents to ensure that they, or their children, are covered.

Etiquette & Protocol Academy of Prague does not assume responsibility for adverse reactions to food consumed or items participants may come in contact with or any other adverse medical conditions sustained during a programme.

Etiquette & Protocol Academy of Prague is not responsible for participants during transportation between their home/hotel and the course location.

In addition to the above, Etiquette & Protocol Academy of Prague is in no way responsible for any claims concerning insurance.

Booking Terms and Conditions

A registered place is only confirmed once we have received your deposit or payment in full. You will receive a payment receipt and a Letter of Confirmation.

Venue details are included in the Letter of Confirmation.

Cancellation and Reimbursement Conditions

Etiquette & Protocol Academy of Prague Cancellation

While best efforts are always made to ensure that programmes run as scheduled, we do reserve the right to modify or cancel a course at any time. A refund will be issued for the direct course fees paid or, where possible, a transfer to another course.

Client Cancellation

For group sessions of two days or less, cancellations made more than four-weeks prior will be refunded at 70% of the total registration fee.

No refunds for group sessions of two days or less will be issued for cancellations made less than four weeks before the start of a course.

No refunds on group sessions of three days or more will be issued for cancellations made less than eight-weeks before the start of a course.

For group sessions of three days or more, cancellations made more than eight-weeks prior will be refunded at 70% of the total registration fee.

All sales for individual, bespoke or customised courses are final. Refunds will not be given.

Force Majeure

Etiquette & Protocol Academy of Prague will use its best endeavours to carry out the Agreement as agreed but will not be liable for the loss (whether direct or consequential) suffered by the Client, in the event of Etiquette & Protocol Academy of Prague being unable to complete work in whole or in part due to matters beyond its reasonable control, which expression shall include (but shall not be limited to) acts of God including tempest, fire, earthquakes, or natural disaster; government sanction, embargo, import or export regulation or order; illness, failure in the transportation of equipment, machinery or personnel or in the provision of any utility including power, gas, water, or communication services; labour disputes, including strikes, lockouts, boycotts or other industrial action; war, civil war, sabotage or act of terrorism.

Confidentiality and Relationships

During the term of engagement or Agreement, and for a period of 12 months after completion, the Client will not offer or permit the employment of, hire as an independent consultant, any of the consultants, contractors, partners, lecturers, trainers and/or alliances concerned in the assignment.

In the event that such employment does take place, compensation equivalent to the cost of one year's full-time fees for the consultant, contractor, partner, lecturer, trainer and/or alliance will be payable to Etiquette & Protocol Academy of Prague.

Copyright and Intellectual Property

Etiquette & Protocol Academy of Prague shall retain ownership of Intellectual Property Rights and all copyright in any workbooks, PowerPoints, manuals or other materials supplied, unless specific agreement is made in writing to assign rights to the Client, as such, all materials provided, either directly or indirectly, are proprietary information of Etiquette & Protocol Academy of Prague and are to be used solely for the individual programme for which they are prepared, for instance, they may not be reproduced for usage with another client or programme.

Website Terms and Conditions

The terms 'Etiquette & Protocol Academy of Prague' refers to the owner of the website whose registered office is Semilská 16, Praha 9, 197 00. Our company registration number is 24781827. The terms 'you' or 'consumer' or 'client' or 'participant' refers to the user or viewer of our website.

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You may not create a link to this website from another website or document without Etiquette & Protocol Academy of Prague' prior written consent.

Your use of this website and any dispute arising out of such use of the website is subject to the laws of Czech Republic.

Governing Law and Jurisdiction

These conditions and our relationship are governed by and interpreted in accordance with Czech law. A claim may only be brought against us if it can be brought in Czech law without reference to the law of any other country.