

In > The Know Membership Terms and Conditions

1. Overview

- 1.1 These terms and conditions form the basis of the contract through which In Professional Development (in>pd, we or us) will deliver a service to you as an In> The Know Member (you). On becoming a member an In> The Know Member you are automatically agreeing to these terms and conditions and you are providing us with the appropriate consent to handle your personal information in accordance with the Data Protection Act.

2. Membership Benefits

2.1 Membership of In > The Know includes the following:

- 2.1.1 Discounted prices on attendance at our courses and conferences
- 2.1.2 Access to the In>The Know library of resources
- 2.1.3 Priority booking
- 2.1.4 Discounts on our approved partner services (more details below)
- 2.1.5 Access member only events
- 2.1.6 Receive regular newsletter and updates
- 2.1.7 Unlimited access to post course and conference materials
- 2.1.8 Maximise your training budget with our loyalty scheme – members booking more than 5 courses with us receive a free place on course

2.2 Access to benefits, services or discounts made available through membership of In > the Know is dependent on availability and may change from time to time.

2.3 The list of benefits, services or discounts provided in these terms and conditions is not exhaustive and may change without notice. We reserve the right to change, suspend, restrict and cancel In > The Know membership benefits, services and discounts at any time and without prior notice.

2.4 Any external providers of a benefit, service or discount that is included within your In > The Know membership package will have absolute discretion in relation to the provision of services, and your In > The Know Membership does not guarantee that the external provider will accept an application for the provision of services.

2.5 Services supplied from an external provider will be subject to the provider's own terms and conditions, and we do not accept any liability for loss or damage suffered as a result of a fault, error or omission in the provision of these services.

2.6 We reserve the right to change, remove or add additional external providers without prior notice and our decision on services provided is final.

3. Membership Contract

- 3.1 When you submit your application on line, by email, by post or over the telephone, you are making an offer to subscribe to In Professional Development and the In > The Know membership service, if accepted by us, will result in a legally binding contract.
- 3.2 You may not transfer any of your rights and obligations under these terms and conditions to another person.

4. Cooling off period and cancelling your membership

- 4.1 New members of In > the Know you have a 14 day cooling off period for new members, effective from the day your application is accepted. This will allow you to cancel your membership without any penalty.
- 4.2 Members that cancel outside of the cooling off period will be liable for any outstanding subscription fees that applied at the time of subscribing to In > The Know membership services.
- 4.3 No refunds available of subscription or other fees paid in connection to In > The Know membership for membership cancellations outside of the 14 day cooling off period.
- 4.4 If you wish to cancel your membership, you must notify us within these 14 days in writing, by e mail to info@inpd.co.uk with the subject line 'cancel my membership'. Your membership will cease on the date we issue (via email) your cancellation confirmation or within 7 days of the date you submitted your notification.
- 4.5 Access to membership benefits, services and discounts cease upon us issuing your confirmation membership cancellation or within 7 days of the date you submitted your notification to cancel.
- 4.6 After cancellation, any membership benefit, service or discount will be void. Delegates that booked a discounted membership place at a courses or event but are not members on the date of delivery, will lose their discounted entitlement, associated membership benefits and will be liable for the full course fee.
- 4.7 Our delegate terms and conditions apply to all course and event bookings for Non-members and In > The Know Members. Please see our delegate terms and conditions for course cancellation fees and policy.

5. Courses and events

- 5.1 Our delegate terms and conditions apply to all course and event bookings for Non-members and In > The Know Members. Please see our delegate terms and conditions for course cancellation fees and policy.
- 5.2 Members may be invited to events organised by us or our partners, to enable members to gain information and make the best use of networking opportunities. By signing up to In > The Know you consent to us passing your details on to our approved partners for the purpose of sending you member related services, invites and offers that maybe of interest.
- 5.3 Cancellations made 14 days after booking will still be charged in full, although substitute attendees can be made at any time.
- 5.4 Some of our events and our partner events may be subject to separate terms and conditions. Please check these at the time of booking.

6. Discounts and offers

- 6.1 We reserve the right to amend discounts and the way in which they are calculated without prior notice.
- 6.2 VIP access and priority booking services open to members will be dependent on availability and subject to change.
- 6.3 In Professional Development run In > The Know members only events from time to time. Free places will be offered to members on a first come first served basis and dependent on availability. Your In > The Know membership does not guarantee admission.

7. Information services

- 7.1 By information services include course or event materials, newsletters, blogs, articles, news articles, features and published literature provided by In > Professional Development.
- 7.2 Diligence and care should be taken when using the information provided. All services are subject to copyright law. We use our best endeavours to ensure all information provided by us is as up to date as possible.
- 7.3 You should not rely on the information provided as the sole basis for making business, legal or other decisions. You should seek appropriate independent advice before making any such decisions.
- 7.4 The content of all published material is the opinion of the author and not necessarily the opinion of In > Professional Development.

8. Loyalty scheme

- 8.1 All members that book and attend more than five courses within a two-year period will be entitled to secure a free delegate place at one of our upcoming programmes.
- 8.2 Accreditation fees will still apply when claiming a free course under our loyalty scheme
- 8.3 All free places claimed will be dependent on availability
- 8.4 When booking one of our programmes containing multiple modules and course dates i.e. Directors Development Programme or Executive Mini MBA, your booking will be deemed to be a single course booking. Modules booked separately will be deemed to be individual course bookings.
- 8.5 Maximum available discount to be redeemed under our loyalty scheme will be £4,000 plus VAT per ever 5 bookings.
- 8.6 We reserve the right to change, suspend or cancel our loyalty scheme at any point and without prior notice.

9. Force majeure

- 9.1 Neither party shall be liable to the other for any delay or non-performance of its obligations by reason of matters beyond its control including, but not limited to, any act of terrorism, war, riot, civil commotion, compliance with any law or government order, fire, flood or storm, strikes, or any other industrial dispute, delay in transit, power failure, postal delay, or any event that cannot be reasonably be planned for or avoided.

10. Cancellation and refunds

- 10.1 Your In > The Know Membership is a rolling agreement which will automatically renew upon the anniversary of your application. You will receive a renewal notice in advance of the anniversary of your application date, informing you of your entitlement to cancel and of any changes to subscription charges. Any payment arrangements that have been made by Direct Debit will automatically continue, unless you notify your bank/building society that you wish to cancel it.
- 10.2 If you wish to cancel your membership, you must inform us of your intention to cancel a minimum of ten working days prior to the anniversary of your application. This notice should be provided directly to us, in writing by letter, fax or e mail.
- 10.3 No refunds will be provided unless the notice requirements are complied with.
- 10.4 Once renewal of your membership has occurred, it will still be possible to cancel your membership, but we are not obliged to offer a refund, if notice has not been given.

11. Payments

- 11.1 No membership subscription fees apply for members signing up during a free to subscribe introductory period we may run from time to time.
 - 11.2 Where membership subscription fees apply, fees need to have cleared in our bank account before full access to membership services is made available.
 - 11.3 We reserve the right to increase the price of the membership subscription on an annual basis.
12. Subscription fees are for individual membership only.
- 12.1 If you are not using your own credit/debit card to pay for the membership subscription, you must secure the permission of the credit/debit card holder before entering the payment details. Proceeding with payment will be taken by us that you have full permission to use the card provided.
13. Liability
- 13.1 Our liability to you will not extend to any membership related benefits, goods or services provided by an external provider. We specifically exclude liability for any loss or damage suffered by you as a result of your involvement in whatever manner with an external provider.
 - 13.2 We shall not be liable to you, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of profit, or any indirect or consequential loss arising under or in connection with your membership to In > The Know; and our total liability to you in respect of all other losses arising under or in connection with our services provided, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall not exceed the amount paid by you for the services contracted.
 - 13.3 These Terms and Conditions do not and shall not affect your statutory rights as a consumer.
14. Data protection and use of personal data
- 14.1 In Professional Development is the Data Controller and Data Processor of any personal data you supply. The personal data you supply will be used to process your membership subscription. As a member of our In > The Know Membership service your data will be used for marketing, statistical and analytical purposes and to administer your membership.
 - 14.2 You will receive membership communications and from time to time we will let you know about membership offers and promotions. If you provide us with your e-mail address, postal address, SMS number, then we may send information which may be of legitimate interest.
 - 14.3 We do not pass data to any third party without consent. However, please note that by signing up to In > The Know you consent to us passing your details on to our approved partners for the purpose of sending you member related services, invites and offers that maybe of interest.
 - 14.4 If you believe that any of the information we hold concerning you is incorrect or out of date, please provide us with the accurate information at info@inpd.co.uk with the subject line 'membership details'.
 - 14.5 Our full Data Protection and Privacy Policy can be downloaded from our web site www.inpd.co.uk/yourdata

15. Variation

- 15.1 We may change these terms and conditions at any time. The most recent edition of these terms and conditions will be available for review on our website and will be binding upon you. Members will be informed of any changes to these terms and conditions.
- 15.2 Members may exit the contract without penalty if they do not accept any proposed variation.

16. Governing law and jurisdiction

- 16.1 These terms and conditions are governed by English law. You hereby irrevocably submit to the exclusive jurisdiction of the English courts notwithstanding the jurisdiction where you are based.
- 16.2 If any court or competent authority decides that any of the provisions of these Terms are invalid, unlawful or unenforceable to any extent, the term will, to that extent only, be severed from the remaining terms, which will continue to be valid to the fullest extent permitted by law.

17. Third parties

- 17.1 In an attempt to provide increased value to our Members, we may provide links to other websites or resources. You acknowledge and agree that we are not responsible for the availability of such external sites or resources, and do not endorse and are not responsible or liable, directly or indirectly, for the privacy practices or the content (including misrepresentative or defamatory content) of such websites, including (without limitation) any advertising, products or other materials or services on or available from such websites or resources, nor for any damage, loss or offence caused or alleged to be caused by, or in connection with, the use of or reliance on any such content, goods or services available on such external sites or resources.

18. Entire agreement

- 18.1 These terms and conditions override any contrary terms or conditions published by us in relation to any membership subscription between you and us.

19. Further information

In Professional Development limited

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