

ILA GENERAL TERMS AND CONDITIONS

By requesting to become an ILA member and/or by registering to attend an ILA training or event, you formally accept to comply with the following ILA general terms & conditions.

Should you not accept these general terms & conditions, ILA will be unable to accept your membership request and/or your registration to an ILA training or event.

MEMBERSHIP

The ILA membership is subscribed and valid for an entire year, i.e., from 01 January to 31 December. The annual membership fees are set yearly by the Annual General Meeting for the following year and are available on ILA's website. No pro rata is applicable, except under the following conditions:

- New Individual membership requests submitted as from 01 August are granted a 50% discount
- New Individual membership requests submitted as from 01 December are not invoiced for the current year and will be invoiced as from 01 January of the following year.

Billing, termination & automatic renewal

ILA will invoice the Individual Member or the Corporate Member, according to the standard membership category of the Member, at the beginning of each year or at the time the Member joins ILA.

Should a Member wish to benefit from a specific billing arrangement for his/her/its membership, they should send their request to billing@ila.lu by 31 December of the previous year at the latest, highlighting the motivation of their request. However, any billing arrangement can be refused by ILA without having to justify it.

In the event that the deadline for payment is not met by the entity invoiced on the basis of a billing arrangement, the Member shall immediately become liable for the full amount invoiced under the arrangement.

All ILA Members shall, with no delay, inform ILA of any changes in their situation possibly impacting their categorisation.

Any membership termination must be notified in writing via email to billing@ila.lu by 31 December to be applicable the following year. Unless properly terminated by 31 December of the previous year, the ILA annual membership will be **automatically renewed**, and the membership invoice will be issued by ILA at the beginning of the following year.

The annual fee is due in full and no request for reimbursement, even partial, will be accepted during the year.

In case of non-payment of the membership fees and in accordance with the latest version of the ILA bylaws and the ILA internal rules applicable, the Member may be expelled or suspended from the membership. In such circumstances, all services already granted to the Member during the current year will be re-invoiced at the non-member fee.

Payment terms

The annual membership invoice is payable within 15 days of the date it was sent to the bank account mentioned on the invoice, indicating the invoice reference.

Premium & Premium Gold membership specificities

If, in addition to its standard membership, an ILA Corporate Member wishes to benefit from the specific visibility pack and other advantages offered to voluntary Premium and Premium Gold members, it should complete the Premium & Premium Gold subscription form.

Such Premium Members will receive a Premium membership invoice at the beginning of each year or at the time the Premium membership request is accepted.

Should a Premium Member wish to benefit from a specific billing arrangement for its membership, it should send its request to billing@ila.lu by 31 December of the previous year at the latest. Any termination of a Premium or Premium Gold membership must be notified in writing via email to billing@ila.lu by 31 December to be applicable the following year. Unless properly terminated by 31 December of the previous year, the annual Premium or Premium Gold membership will be **automatically renewed**, and the membership invoice will be issued by ILA at the beginning of the following year.

As a specific advantage granted to Premium Members, in case of a group membership, the Premium Member may request its invoices (except the membership one) to be sent to any of the affiliated entities of its choice.

TRAININGS

Booking information

All registrations to ILA trainings should be made online, via the ILA website and the dedicated page of the chosen training.

The registration is confirmed by email to the participant at the electronic address indicated in the registration form.

Except for e-learnings, a maximum number of 3 delegates from the same Corporate Member or Company is permitted to attend each training.

Billing & payment terms

ILA will invoice the Member at the time of registration to the course.

Training fees are inclusive of:

- For Category 1 ILA courses:
 - o Refreshments, as well as lunch in case of a full-day course.
 - o Digital copies of course handouts and training material

- For Category 2 ILA courses:
 - o Exam participation if applicable (max. 2 attempts, please refer to the exam policy)
 - o Access to a dedicated learning platform (*please refer to specific conditions and modalities*)
 - o Digital copies of course handouts and training material
 - o Refreshments, as well as lunch in case of (a) full-day course(s).

- For Category 3 ILA e-learning courses:
 - o Access to a dedicated learning platform

The invoice is payable within 15 days of the date it was sent. to the bank account mentioned on the invoice, indicating the invoice reference. Self-funding candidates to a Category 2 ILA course may request extended payment conditions by contacting certifications@ila.lu.

Cancellation

The content, timing of the programmes, identity of the speakers, date and venue may be altered for reasons beyond the control of ILA. In the event of the course being postponed or cancelled, ILA will make a full refund of the related fees, but no defrayal will be made for any additional costs incurred.

Any cancellation by a participant should be communicated in writing:

- For Category 1 ILA courses: no later than **5 business days** prior to the date of the course. After this period, the invoice will remain due in full. Substitution of a participant by another is possible under the condition that it is communicated in writing at least **2 business days** prior to the date of the course to events@ila.lu.

- For Category 2 ILA courses: no later than **10 business days** prior to the date of the course. After this period, the invoice will remain due in full. Unless specific prerequisites for registration are required, substitution of a participant by another is possible under the condition that it is communicated in writing at least **5 business days** prior to the date of the course to certifications@ila.lu.

- For Category 3 ILA e-learning courses: **Not refundable**.
Substitution of a participant by another is possible under the condition that it is communicated in writing to events@ila.lu.

Certification programmes

Any person enrolling to a course as part of an ILA certification programme must refer to and comply with the applicable certification policy, in addition to these ILA general terms & conditions. Where provisions of those policies derogate from these ILA general terms & conditions, they shall prevail.

State co-financing

ILA is authorized as a provider of continuing vocational training by the Ministry of Education. Training fees are eligible to State co-financing (agr  e par arr  t   minist  riel du 11 octobre 2011).

Confidentiality rules

All ILA courses are conducted under the Chatham House Rule (confidentiality of information and discussions). Trainers & participants must respect the confidential nature of discussions that take place during the sessions.

The documents and course material provided to participants in an ILA course or event are for the exclusive use of the participant and shall not be copied, forwarded nor distributed to other persons.

In-house trainings

Corporate members can request the provision of in-house trainings set-up and organised by ILA, with their collaboration. Such trainings require a specific agreement and may be subject to specific terms and conditions, in addition to these ILA general terms & conditions.

EVENTS

Booking information

All registrations to ILA events shall be made online, via the ILA website and the dedicated page of the chosen event. Once an event is fully booked, ILA may open a waiting list, on a first come first served basis.

The registration is confirmed by email to the participant at the electronic address indicated in the online registration form.

ILA members-only networking events are not open to anyone else, except, by personal invitation.

Billing & payment terms

ILA will invoice the registrant at the time of registration to the fee-based event. All fees must be paid by the date mentioned on the invoice and, in any case, prior to the event.

ILA reserves its right to refuse access to the event to any person whose payment has not been made prior to the event.

Cancellation

The timing, date and venue of an event may be altered for reasons beyond the control of ILA. If an event is being postponed or cancelled, ILA will make a full refund of the related fees, but no defrayal will be made for any additional costs incurred.

Any cancellation by a participant should be communicated in writing to: events@ila.lu. In case of cancellation received less than 5 working days prior to the event, the full invoice amount remains due.

Substitution of a participant by another is possible on the condition that it is communicated in writing at least 2 working days prior to the event at: events@ila.lu.

SPONSORSHIPS

Sponsorships require a specific agreement and may be subject to specific terms and conditions, in addition to these ILA general terms & conditions.

The sponsorship invoice is payable upon receipt to the bank account mentioned on the invoice, indicating the invoice reference.

Unless otherwise agreed, sponsorship benefits will only be issued upon receipt by ILA of payment of the relevant invoice.

MISCELLANEOUS

ILA reserves the rights to use photographs that may be taken during the trainings and events for its communication, and to publish them on its website/social networks and/or promotional material.

For all matters concerning the processing of personal data, please refer to the [privacy notice](#) available on the ILA website: www.ila.lu.

ILA reserves the right to modify, add or remove any of these ILA general terms & conditions in its sole discretion and without prior notice. If one or more of the articles of these ILA general terms & conditions should become invalid, the remaining articles will remain valid and fully apply. In case of a dispute arising from the interpretation or the implementation of these ILA general terms & conditions, both Parties agree that it will be subject to the Luxembourg law and that the courts of Luxembourg will have exclusive competence.