https://www.betterchange-consulting.com/

Better Change
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Terms and Conditions

The following terms and conditions apply to all public events, including training courses, seminars, and workshops organized by Better Change through De Simone Consulting AB (hereinafter referred to as the "Provider").

Fees and Payments

The listed prices include the following services:

- training room costs
- provision of necessary materials
- facilitation of content according to the training program
- provision of refreshments and participation certificates (including from Scrum Alliance or Better Change)

Additional costs, such as travel and accommodation expenses for the participant, are not included in the training fees.
All listed prices are exclusive of VAT, and the applicable VAT will be added to the invoice. Our standard payment terms are 10 days from the invoice date, unless otherwise agreed.
In any case, the participation fee must be paid before the training starts, even if the invoice is issued less than 10 days before the event date.

Cancellation Terms

Registration for training—whether made via email or online—is binding.
You may reschedule or cancel your booking without penalty up to **30 days before the event**.
For cancellations made up to **8 calendar days before** the training begins, a flat-rate charge of **50%** of the agreed fee will apply.
Cancellations or rescheduling **7 calendar days before** the training or later will be charged **100%** of the service price.

Substitution

A substitute participant can be nominated at any time before the event begins **at no extra cost**, provided they accept the conditions stated in this document.

Rescheduling

If the Provider cancels or changes the date of a public event for any reason, including due to insufficient registrations, the Provider will either refund any payment or transfer the registration to another similar event, as preferred by the participants.
This is the Provider's only obligation in such cases.

Personal Information

In the case of certified courses, in order for the participant to receive the associated certification, the Provider must share the participant's personal data (full name and email address) with the relevant certification body, in accordance with Better Change Consulting's Privacy Policy.

The certification bodies affiliated with Better Change include:
- Scrum Alliance
- ICAgile
- Kanban University
- Flight Levels Academy

Please refer to their privacy policies through the links reported above.