
i2 Professional Services Cancellation Terms

1. Cancellation Terms

This applies to all Professional Services provided by i2 Group, including:

- On-site consultancy services
- Remote consultancy services
- Closed courses (on-site and online)
- Standard training courses (online or classroom)

A. Definitions

“Engagement” means the Training and/or Professional Services (including Consultancy days) to be delivered under the Statement of Work/Order Form.

“Engagement Start Date” means the first day on which the Supplier is scheduled to begin delivery of the Engagement (as agreed in writing).

“Prerequisites” means the requirements and conditions the Customer must satisfy to enable delivery of the Engagement, and any additional requirements notified by the Supplier in writing during planning.

“Notice” means written notice by email in accordance with Section J.

“No-Show” means where the Customer is not ready or available to proceed at the agreed start time/date (including where access, attendees, or required environments are not available) and this results in the Supplier being unable to deliver.

B. Prerequisites

- The Customer acknowledges that delivery of Training and/or Consultancy under the Statement of Work/Order Form is dependent on the Customer meeting the applicable prerequisites for the Engagement.
- Prerequisites include (without limitation) those set out in:
 - (On-Premises/Remote Software Installation/Upgrade Conditions);
 - (Onsite Training Conditions); and
 - (Online/Video Conference Training Terms), together with any additional engagement-specific prerequisites notified by the Supplier in writing (e.g., email) during planning.
- The Customer is responsible for ensuring prerequisites are met in sufficient time to allow the Supplier to deliver the Engagement on the agreed dates.

C. Readiness Confirmation/Remediation

The Supplier may request that the Customer confirms in writing that all prerequisites are met no later than twenty (20) working days prior to the Engagement start date (or such other date agreed in writing).

If the Supplier reasonably determines that one or more prerequisites have not been met, the Supplier will notify the Customer in writing. The Customer will have five (5) working days (or such other period agreed in writing) to remedy the issue(s).

If the Customer does not remedy the issue(s) within that time, the Supplier may, acting reasonably:

- Postpone the Engagement to a later date (subject to resource availability);
- and/or cancel the Engagement,

In which case the cancellation terms set out below shall apply.

D. Cancellation of Professional Services

For all Professional Services other than Standard Training Courses, Customer may cancel for any reason by providing written notice at least twenty (20) full calendar days prior to the engagement start date.

If cancellation occurs within 20 days of the engagement start date, the following cancellation fees will apply:

- **15–19 days' notice:** 25% of the agreed fee
- **8–14 days' notice:** 50% of the agreed fee
- **0–7 days' notice or no-show:** 100% of the agreed fee

E. Cancellation of Standard Training Courses

For Standard Training Courses (whether delivered online or in a classroom), cancellation or rescheduling requests must be received in writing at least fourteen (14) full calendar days prior to the course start date.

If cancellation occurs within 14 days of the course start date, the following cancellation fees will apply:

- **8-14 days' notice:** 50% of the agreed fee
- **0 - 7 days' notice or no-show:** 100% of the agreed fee

Cancellation and no-show fees are not transferable or creditable to future courses unless agreed in writing by i2 Group.

Notes:

- Cancellation charges apply only to the scheduled activities and/or hours that are cancelled and do not apply to the total value of the Contract.
- Any cancellation charges applied under this section are final and non-refundable.

F. No-Show Policy (Training)

Customer is responsible for ensuring delegate attendance. Failure to attend (in whole or in part) shall not entitle Customer to any refund, credit, or rescheduling of the booking to alternative dates.

G. Delegate Substitutions (Training)

Customer may substitute registered delegates for any training or closed course at no additional cost, provided written notice is given prior to the course start date.

All substitute delegates must meet applicable prerequisites and will be subject to the same terms and conditions as the original registrant.

H. Non-Recoverable Costs

In addition to any cancellation fees above, Customer shall be responsible for all non-recoverable costs incurred by i2 Group, including but not limited to travel, accommodation, venue costs, training materials, and third-party expenses booked in advance.

i2 Group will take reasonable steps to mitigate any costs associated with the cancellation.

I. Rescheduling

Any rescheduled Professional Services shall be subject to i2 Group's current availability.

- Where an Engagement is postponed, the Supplier will use reasonable endeavours to propose alternative dates, subject to resource availability.
- The postponed Engagement may require an updated schedule and/or an agreed Change Form, where applicable.
- Where a partial cancellation charge has been applied (25% or 50%), the remaining value of the cancelled scheduled activities and/or hours may be credited towards the rescheduled Engagement on the newly agreed dates.

J. Notice (Cancellation/Postponing Requirements)

All cancellation or postponement notices must be provided in writing by email to the Supplier Account Manager and Professional Services delivery contact.

Verbal notice is not sufficient unless confirmed in writing.

K. Limitation of Liability for Delays

i2 Group shall not be liable for any delays to Customer's project, training outcomes, or deliverables arising from cancellation, rescheduling, or non-attendance.