

Terms & Conditions for Client Organisations to Open Programmes

Definitions

“You” means the organisation;

“Applicant(s)” means the organisation's employee(s).

Important information about this contract

1. This contract is made between you and JBS Executive Education Limited (JBSEEL) whose address is at Trumpington Street, Cambridge, CB2 1AG.
2. Open Enrolment Programmes at the Cambridge Judge Business School are provided by JBS Executive Education Limited (JBSEEL).

Tel: +44 (0)1223 339700
Email: executive.education@jbs.cam.ac.uk
3. The main features of our Open Enrolment Programmes can be found on our website at www.jbs.cam.ac.uk/executive-education/open-programmes and are also contained in our Open Enrolment Programme brochure which is available to download online via our website.
4. The duration and delivery dates of each programme are published on our website. Programmes take place at selected venues throughout Cambridge or as otherwise stated according to the requirements of the programme or are delivered Live Online.
5. By submitting a completed application form you acknowledge that you accept and agree to the terms and conditions set out below. You also agree to comply with any special conditions which may be notified to you in writing before this contract commences. “In writing” shall mean by way of letter or email.
6. If at any time you have concerns about the programme delivery under this contract, please notify us in writing as soon as possible and in accordance with our Open Enrolment Programmes Complaints Policy set out at: <https://www.jbs.cam.ac.uk/wp-content/uploads/2023/01/execed-complaints-policy-v3.pdf>



Commencement and duration of your contract with us

7. For any of the Cambridge Judge Business School Certificates of Achievement your contract with us commences on the date of the email we send to you confirming the Applicant's acceptance onto the first programme they attend and concludes upon completion of the final programme provided that such final programme is completed within two (2) years of the start date of the first programme the Applicant attends otherwise this contract will conclude two (2) years after the start date of the first programme the Applicant attends and provided always that payment of the fee has been made in full by you and received by us.
8. For all other Open Enrolment Programmes your contract commences on the date of the email we send to you confirming that we accept the Applicant's registration and concludes on completion of the programme and provided always that payment of the fee has been made in full by you and received by us.

Admissions criteria

9. We assess Applicants on their suitability to participate in the programme, looking at their professional profiles to ensure that each makes the most of the learning experience offered by the programme. We reserve the right to reject an application or to suggest another programme to a prospective participant, for example if a programme is full or if the Applicant does not fulfil the requirements or have the right profile for the programme. In this event we will contact you to suggest alternative programmes that may be suitable or relevant to you. We may also reject an application or cancel an Applicant's place if the Applicant, or their sponsoring or paying organisation, appears on an applicable sanctions or restricted party list, or if accepting the application would breach applicable law or compliance requirements.

Programme Fees and Payment

10. The full programme fee covers the core provision of the relevant programme and for residential programmes will include a reservation fee, the fees shall be paid as follows:

For residential programmes	Reservation Fees: The reservation fee applicable shall be payable upon acceptance of these Terms and Conditions in terms of paragraph 5. Balance of Programme Fees: The balance of the programme fee shall be payable eight (8) weeks before the start of the programme.
Non-residential and Live Online programmes	The programme fee shall be payable eight (8) weeks before the start of the programme.

NB: Please familiarise with the applicable programme fees for the relevant programme .

11. The reservation fee paid for residential programmes is not generally refundable and reflects costs irrecoverable to JBSEEL .
12. Where an application is submitted eight weeks before the start of the programme , the full programme fee (and where applicable the reservation fee) is due thirty (30) days from the date of our invoice.

13. Where an application is submitted less than eight (8) weeks before the start of a programme, the full programme fee is due and payable seven (7) days from the date of our invoice.
14. Where an application is submitted less than two (2) weeks before the start of a programme, the full programme fee is immediately due and payable.
15. If payment has not been received within the stipulated time period there is no right to participate in the programme.
16. Any cancellation or transfer fee (as stated at paragraph 29, 30 and 31) is due and payable seven (7) days from the date of our invoice.
17. Payment of the programme fees (and reservation fee where applicable) may be effected by credit card or bank transfer.
18. The programme fee (and the reservation fee where applicable) is exclusive of VAT which, where applicable, will be added at the prevailing rate at the date of invoice and exclusive of any other taxes, charges or levies which may be imposed by law.
19. It may be possible to pay the fee for the Cambridge Judge Business School Certificates of Achievement in instalments. Please speak to a member of our admissions team to discuss via email (executive.education@jbs.cam.ac.uk) or by phone (tel: +44 (0)1223 339700).

Language

20. The primary language used on our programmes is English and our programmes may involve a considerable amount of 'business' vocabulary and reference to technical subjects, as well as group discussion and interaction. To achieve the greatest benefit from our programmes, and to be able to participate fully, Applicants are expected to have a good command of both written and spoken English.

Visa Requirements

21. You are responsible for checking an Applicant's visa requirements and ensuring that their visa application is submitted in sufficient time to avoid incurring transfer or cancellation fees.
22. Only upon receipt by us of payment of the full programme fee (and the reservation fee where applicable) will requests for visa invitation letters be actioned by our admissions team. Visa invitation letters are issued in the name of your named Applicant only and in our standard format.

Your obligations to us

23. Applicants are required to show respect and courtesy to fellow participants, faculty and staff. Where programmes provide Live Online access, Applicants will be asked to sign to the Conditions of Use and Code of Conduct of our Virtual Learning Environment (VLE) upon registration.
24. The Applicant is required to comply with all ownership, copyright and related rights in any programme materials or other information provided to the Applicant, and to keep all such information confidential where it is not already in the public domain. In addition, you or the Applicant will not use the JBSEEL, Cambridge Judge Business School or University of Cambridge logos or trade mark, or take video or audio recordings of the programmes. Applicants may take photographs of programme material solely for their personal educational use. References to recordings include AI notetakers, transcription tools, meeting assistants, bots and other technologies that record, capture, transcribe, summarise or process any part of a

programme session. Applicants must not allow any such tool to access a programme session without JBSEEL's prior written consent.

25. Applicants must not use AI tools, including generative AI, AI assistants, notetakers, transcription, translation or summarisation tools, bots and AI-enabled features, in connection with a programme, or upload programme materials, recordings, transcripts, participant contributions, confidential information or personal data to them, except where permitted by JBSEEL or the programme team. Where JBSEEL provides or authorises AI tools, you must ensure that Applicants use them only as directed. Applicants' inputs and outputs may be visible to faculty, instructors and programme administrators. Applicants must not enter confidential information, personal data that is not necessary, special category data or other sensitive information. AI outputs may be inaccurate and should be independently verified. Applicants must comply with applicable third-party terms, policies and usage restrictions, access AI tools only from supported countries, and use them only in compliance with applicable laws.
26. Applicants are required to prepare thoroughly for a programme and any of its activities and to attend all timetabled sessions, whether Face to face or Live Online, on time and for the complete duration of the programme. For programmes which are supported or fully delivered live- online Applicants are required to have suitable technology to enable participation in such programmes.
27. You are required to pay for all personal expenses incurred by the Applicants during the programme (e.g. extra meals, drinks, taxis, newspapers) no later than the end of the programme.

Our obligations to you

28. We will endeavour to deliver the programme as published on our website www.jbs.cam.ac.uk/executive-education/open-programmes, we are continually improving and developing our programmes and facilities and it may be necessary to alter some characteristics of the programme including but not limited to the timetable, faculty, content, format, delivery and location. Any such alteration and the reasons for such alteration will be notified to you in writing as soon as possible.

Transfers to a later programme

29. Applicants may transfer to a later session of the same programme or a different programme (provided that Applicants fulfil the admissions criteria for that programme and you pay any difference in the fee applicable) subject to availability and provided the programme is completed within twelve (12) months of the original programme booked. In order to request a transfer, you must send a written request at least twenty-eight (28) days prior to the start date of the original programme to avoid paying a transfer fee.
30. If a written request to transfer is received twenty-seven (27) days or less before the start date of the original programme and there is availability a transfer fee will be payable as follows:

For residential programmes	15% of the original programme fee
Non-residential and Live Online programmes	10% of the original programme fee

Cancellation

31. If you wish to cancel an Applicant's place on a residential programme (where accommodation is

included as part of the programme fee) eight (8) weeks or less before the start of the programme, you must request this in writing and the following cancellation charges will apply in addition to the non-refundable reservation fee:

8 weeks or less but more than 6 weeks before a programme	25% of the programme fee
6 weeks or less but more than 2 weeks before a programme	50% of the programme fee
2 weeks or less before a programme	100% of the programme fee
If no formal cancellation is made but the Applicant fails to attend or withdraws following the commencement of the programme	100% of the programme fee

32. If you wish to cancel an Applicant's place on a non-residential or Live Online programme eight (8) weeks or less before the start of the programme, you must request this in writing and the following cancellation charges will apply in addition to the non-refundable reservation fee:

8 weeks or less but more than 6 weeks before a programme	10% of the programme fee
6 weeks or less but more than 2 weeks before a programme	25% of the programme fee
2 weeks or less before a programme	50% of the programme fee
If no formal cancellation is made but the Applicant fails to attend or withdraws following the commencement of the programme	100% of the programme fee

In some circumstances it may be necessary for us to cancel a published programme. We will try and give Applicants as much notice as possible and, excluding exceptional circumstances, this would not be less than fourteen (14) days before the start of the programme. In the event we do cancel a programme we will refund any fees paid but we do not accept any other liability incurred by Applicants in connection with the cancellation. Where possible we will endeavour to transfer Applicants to an alternative programme. This is subject to alternative programme availability, the Applicant meeting the relevant admissions criteria and payment of any difference in fees that may be applicable.

33. An Applicant's application or place on a programme may be cancelled by us at any time at our discretion if an Applicant is in breach of any of these terms and conditions.

Behaviour

34. Every participant is responsible for his/her own behaviour and to act in a manner that demonstrates self-discipline and a sense of responsibility. They are expected to:
- Recognize that no poor standards of behaviour will be accepted,
 - Co-operate with JBSEEL staff, peers and external stakeholders,
 - Show courtesy and respect at all times towards others,
 - Accept responsibility for your own actions.

35. JBSEEL reserves the right to unenroll participants from their respective programme without refund of paid fees, as deemed by JBSEEL, if they exhibit any inappropriate behaviour towards any member of staff or other participants, external stakeholders and partners including but not limited to external venues, tour guides, hotels etc.
36. Inappropriate behaviour includes but is not limited to:
- bad language – verbal or written,
 - threats via email, in writing, telephone or in person,
 - bullying behaviour including physical, verbal or written,
 - discrimination & mistreatment due to disability, gender, race, age and or ability,
 - aggressive, angry communication –physical, verbal or written,
 - sexual misconduct,
 - giving false information about, against, or towards JBSEEL and/or its associated bodies, programme participants, staff and external stakeholders.

Certificates of attendance

37. Certificates of attendance, completion or participation are issued at JBSEEL's reasonable discretion. JBSEEL may withhold, correct or withdraw a certificate if an Applicant has not satisfactorily attended or participated in the programme, completed required activities, complied with these Terms and Conditions or programme instructions, or if a certificate was issued in error. A certificate confirms attendance and participation only and is not an academic award, degree, diploma, credit-bearing qualification, professional accreditation, University membership or alumni status unless expressly stated otherwise.

Confidentiality

38. We keep all information about an Applicant's progress on a programme confidential and do not share this information with any third party including you.

Data protection

39. You acknowledge that JBS Executive Education Limited will need to process all personal data about Applicants for programme preparation and delivery, internal market research, participant and alumni administration, accounting, record-keeping, health and safety and any other

reasonable purpose relating to our relationship with Applicants and alumni.

40. We would like to be able to contact Applicants with information about our products and services and ask for confirmation on the application form. Please ensure that in the event the application form is not completed by the Applicant confirmation has been obtained from them. Please note however that we will email Applicants the closing communications which we routinely send out at the end of a programme. We do not sell personal information to third parties but may share it with third parties where necessary for programme delivery, administration, alumni administration, call-handling support, or where required by law, in accordance with our privacy notice.
41. We may take photographs or film during the programme. We may use these images for marketing and publicity purposes to promote our products and services in our publications, on our website, in social media or in any third-party publication (such as Cambridge Network or IEDP). If Applicants do not wish to be photographed or filmed for this purpose, we ask that they contact a member of staff on the day.
42. JBSEEL may record, livestream, caption or transcribe programme sessions for programme delivery, accessibility, participant learning, quality assurance, administration or complaints handling. JBSEEL will notify Applicants where reasonably practicable and will handle recordings, captions and transcripts in accordance with applicable privacy notices and data protection obligations. Applicants must not download, copy, share, publish, record, transcribe, summarise, upload to AI tools or otherwise distribute them without JBSEEL's prior written consent. Recordings, captions and transcripts made for these purposes will not be used for marketing unless separately notified and any required consent or lawful basis has been obtained.

Force Majeure

43. Force Majeure Event means any circumstances not within a Party's reasonable control including without limitation:
 - (a) acts of God, flood, drought, earthquake or other natural disaster;
 - (b) epidemic or pandemic;
 - (c) terrorist attack, civil war, civil commotion or riots, war, threat of or preparation for war, armed conflict imposition of sanctions, embargo, or breaking off of diplomatic relations;
 - (d) nuclear, chemical or biological contamination or sonic boom;
 - (e) any law or any action taken by government or public authority, including without limitation imposing an export or import restriction, quota or prohibition;
 - (f) collapse of buildings, fire explosion or accident;
 - (g) any labour, trade disputes, strikes industrial action or lockouts; and
 - (h) interruption or failure of utility service.
44. In the event that we are prevented, hindered or delayed in or from performing any of the obligations under this Agreement by a Force Majeure Event, neither Party shall not be in breach of these Terms and Conditions or otherwise liable for any such failure or delay in the performance of such obligations, the time for performance of such obligations shall be extended accordingly.

45. The affected Party shall as soon as reasonably practical after the start of the Force Majeure Event but no later than 10 days from its start, notify the other Party in writing of the Force Majeure Event, the date on which it started, its likely or potential duration, and the effect of the Force Majeure Event on our ability to perform any of the affected Party's obligations under the Terms and Conditions.
46. Both Parties shall use all reasonable endeavours to mitigate the effect of the Force Majeure Event on the performance of the obligations.
47. If the Force Majeure Event prevents, hinders or delays a Party's performance of the obligations for a continuous period of more than eight (8) weeks, the party not affected by the Force Majeure Event may terminate the Agreement by giving 4 weeks' written notice to the Affected Party.

48. If force majeure continues for a period of more than three (3) months, without the Parties being able to develop an alternative satisfactory arrangement, then either party has the option of immediately terminating this Agreement.

Disabled access

49. For information which may be of assistance to any prospective Applicants with disabilities please visit <https://www.jbs.cam.ac.uk/about/contact/access-for-people-with-disabilities/>
50. For further information about access to programme venues (which may include traditional Cambridge colleges), please do not hesitate to contact a member of our admissions team via executive.education@jbs.cam.ac.uk.

Notices

51. Any notice required in accordance with these terms and conditions shall be deemed to have been duly given if sent by (i) signed for and/or guaranteed special delivery post or (ii) email to the other party's last known place of business or residence (as applicable). If the notice is sent by post it shall be effective three (3) business days after posting and if sent by email, it shall be effective at the time the email is shown as sent providing no report of non-delivery is issued and a copy of the notice is confirmed by one of the other means of service referred to above.

Disclaimer

52. We do not accept responsibility and expressly exclude liability for any loss or damage to Applicants' property that occurs whilst they are on a programme. They are advised to take particular care not to leave mobile telephones, tablets, laptop computers or any other valuables unattended at any time.

Law and jurisdiction

53. This agreement is subject to English law and the parties agree to submit to the non-exclusive jurisdiction of the English courts.