

# Terms of Use

## Online Training Programmes

### 1. BACKGROUND AND PURPOSE

The following terms are intended to regulate participation in online courses, programmes and events ("Services") offered by Stone Soup Consulting, Lda (Stone Soup) through its Stone Soup Academy.

By enrolling in or attending the "Services" provided by Stone Soup, you agree to comply with and be bound by these Terms of Use, including the policies referenced in these terms.

Please, contact Stone Soup Consulting if you have any doubts at: [academy@stone-soup.net](mailto:academy@stone-soup.net)

### 2. PARTICIPANTS

Participants must register through the Stone Soup Academy's page on internet.

Access to any training is reserved for individual registering only and should not be shared with others or attended in groups.

#### **Participants must meet the following criteria to enrol in the programme:**

- Be at least 18 years old or have obtained parental or legal guardian consent if under 18.
- Meet any specific prerequisites outlined for the programme for each specific training.
- Have access to a reliable internet connection, a suitable device (e.g., computer, tablet), and any required software or hardware specified by Stone Soup (e.g. Zoom).

#### **Participants are expected to:**

- Act respectfully toward trainers, facilitators, staff, and fellow participants during online sessions.
- Follow the instructions provided by the trainers regarding participation, activities, or assignments.
- Not engage in inappropriate, offensive, or disruptive behaviour during sessions.

Stone Soup reserves the right to remove participants from the programme/course/event for inappropriate conduct, without a refund. (For more information about our commitment with Diversity and Inclusion - <https://stone-soup.net/with-diverstiy-inclusion/> and Ethics - <https://stone-soup.net/code-of-ethics/>).

### 3. COURSE CONTENT

All the content delivered by Stone Soup Academy (courses, programmes, events or others) belongs to Stone Soup and has been created by/or organised by Stone Soup or in partnership with another consultant or organisation. All training materials, content, and resources provided as part of the services, whether in digital or physical form, are the exclusive property of Stone Soup or its licensors.

The reproduction or alteration of this content for outside use is strictly prohibited unless specifically authorised by Stone Soup.

**Participants cannot:**

- Download, copy, or distribute training materials unless explicitly authorised.
- Record or share programme sessions without prior written consent from Stone Soup.
- Use the programme content for any commercial purposes.

Stone Soup reserves the right to modify, update, or discontinue any part of the programme, including course content, schedules, and trainers, at its discretion. Participants will be notified of significant changes in advance.

#### 4. TECHNICAL SUPPORT

Stone Soup will provide basic technical support to ensure participants can access the platforms used for the services. However, participants are responsible for resolving issues related to their devices, internet connection, sound devices, video, or third-party software.

#### 5. SECURITY AND DATA PROTECTION

Stone Soup commits to devoting the necessary resources to cyber security and to ensuring the necessary mechanisms are in place to secure its correct and effective application.

Please keep your login information (e.g. links, passwords, codes...) private and notify us immediately of any breach or unauthorised use of your account. For technical security, we recommend caution when uploading or sharing files and the use of antivirus software. Stone Soup cannot guarantee that content provided by facilitators, other participants and/or other third parties, links or websites will be free of malware or other contaminants that may harm your computer, mobile device or any files. Stone Soup disclaims any responsibility or liability related to your access or use of those contents.

Stone Soup may collect and process personal data as part of the Service. By enrolling, participants consent to Stone Soup's use of their data in accordance with Stone Soup's [Privacy Policy](#).

**About Privacy and Data Usage:**

- Stone Soup expects to do the collection and treatment of the following data, limited to the purpose of the participation on the specific Service: Participant Name; Participant e-mail contact; Participant phone contact; Country; Invoicing Name; Invoicing fiscal number/VAT number; Invoicing Address; E-mail contact for invoicing; Phone contact for invoicing. For marketing/communication purposes, Stone Soup will be obligated to request the consent of each participant.
- Participants agree not to record, screenshot, or otherwise capture programme content or discussions without prior consent.

## 6. PAYMENTS

All the services need to be paid in full as per the agreement between the participant and Stone Soup. Discounts will only be available upon agreement with Stone Soup. Payments are made by bank transfer (national/international) with the following account details:

**IBAN: PT50 0010 0000 41864850001 78**  
**SWIFT: BBPIPTPL**  
**NAME: STONE SOUP CONSULTING LDA**

## 7. CANCELLATION AND REFUND

Unless other conditions are expressly identified in the services registration, these are the conditions for cancellation and refund:

- a) To cancel a Stone Soup Academy service booking, you must inform Stone Soup Academy by emailing: [academy@stone-soup.net](mailto:academy@stone-soup.net)
- b) The cancellation period will expire at the end of 14 days prior to the training.
- c) If cancellation of any services booking is done 14 days before the training, you can do so without giving any reason, and are entitled to a full refund of the fee paid or use the amount for a Stone Soup Academy service of the same type within a maximum of 24 months from the date of cancellation.
- d) You will lose your right to cancel if you have attended the course during the cancellation period.
- e) If a cancellation request is submitted due to illness or compassionate reasons (injury, adversity - e.g., theft or traffic accident - loss of family member up to a second degree), you can submit a request up to 2 weeks after the event as the cause for cancellation. You will receive a reimbursement of service fee, and no administration costs will be deducted. Alternatively, you may request a transfer of your register to another available Stone Soup Academy service date, at no cost. You must attach to your request written evidence: 1) Copy of the Confirmation of Payment email received after you completed your booking; 2) Bank transfer slip; 3) Official medical certificate signed and stamped by a registered practitioner, or

other similar official statement. Stone Soup will make the repayment using the same means of payment you used for the initial transaction.

- f) If Stone Soup cancels the programme/course/event, you will receive a full refund or the option to transfer to a future session.

## 8. LIMITATION OF LIABILITY

**To the extent permitted by law, Stone Soup shall not be held liable for any:**

- Interruptions or issues caused by internet connectivity, platform outages, or participant-side technical issues.
- Indirect, incidental, or consequential damages arising out of or related to the online programme/course/event.

## 9. CERTIFICATE

A Certificate of Participation from Stone Soup will be provided. Note that Stone Soup Academy courses are complementary education, and unless stated otherwise, participation or completion of a course does not grant any academic credit. It is also not certified training. Stone Soup is not a certified training entity.

## 10. DISCLAIMER OF WARRANTIES

Stone Soup makes no guarantees regarding the outcomes or benefits of the services and disclaims all implied warranties, including but not limited to fulfilling a particular purpose.

**[Stone Soup Consulting](http://www.stone-soup.net) | [www.stone-soup.net](http://www.stone-soup.net) | [stone-soup@stone-soup.net](mailto:stone-soup@stone-soup.net)**