

MCE Open Training Programmes – Terms & Conditions

These Terms & Conditions apply to all registrations for MCE Open Training Programmes, delivered either **Live Online** or **Face-to-Face/In Person**, unless a specific written agreement exists between MCE and the Client Company

1. Service Provider

All Open Training Programmes are delivered by:

AMA Europe SA, operating as Management Centre Europe (MCE)

Chaussée de La Hulpe 166

1170 Brussels, Belgium

(Hereinafter referred to as “MCE”)

2. Registration Confirmation

A registration becomes firm once both of the following conditions are met:

The Participant or Client Company accepts these Terms & Conditions

MCE has received **full payment of the programme fees** (*except if your company has a corporate agreement with MCE)

3. Payment Conditions

3.1. Payment in Advance

Full payment is required before attending any programme.

- Payment is due immediately when registering by credit card
 - Or if invoiced, payment is due within **7 calendar days** of invoice receipt
- Registrations will not be confirmed until payment is received.

3.2. Late or Last-Minute Payments

If the programme starts in less than 7 calendar days, payment is due when registering for the programme.

4. Cancellation Policy

All cancellation requests must be submitted in writing by email to: info@mce.eu

Cancellation fees apply as follows:

Days before programme start:	Cancellation fee	Refund policy
30+ calendar days	No charge	Full refund
29–21 calendar days	50% charged	50% refund (if fully cancelled) *but transferring is possible
20 calendar days or less	100% charged	No refund (if fully cancelled) *but transferring is possible

5. Transfers to Another Programme

A transfer to another programme or new dates is possible under the following conditions:

Days before programme start:	Transfer fees
30+ calendar days	No transfer charges – you can transfer to other dates/programmes
29 calendar days or less	You may transfer one time with no extra transfer fees. Full programme fees are due.

Requests must be made in writing to info@mce.eu

6. Replacement Participants

A replacement participant may be nominated free of charge for programmes.

The replacement name and contact details must be submitted in writing to: info@mce.eu

7. No-Show Policy

If a participant does not attend the programme without prior written notice:

- No refund is possible
- Transfers are not permitted

8. Force Majeure

Force majeure situations may include (but are not limited to):

- serious personal or medical issues (with certificate)
- strikes, transport disruptions, travel bans
- natural disasters, epidemics, quarantines
- civil unrest, terrorism, war

Requests under force majeure must:

- be submitted in writing to info@mce.eu
- include full details and supporting documents where applicable

MCE will review each case individually. If approved:

a transfer to later dates may be offered without additional fees

MCE may also reschedule programmes due to force majeure or market demand changes.

9. Invoicing & VAT

- Programme fees are confirmed in the official Registration Confirmation email
- Fees do not include VAT or local taxes
- VAT/taxes will be applied according to the country where the programme takes place

Invoice Queries

Any invoice-related questions must be submitted in writing within 8 calendar days of receipt.

10. Intellectual Property

All programme materials, content, and intellectual property remain the exclusive property of MCE unless otherwise stated.

11. Applicable Law & Jurisdiction

These Terms & Conditions are governed by **Belgian law**.

Any disputes shall fall under the jurisdiction of the **Belgian Courts**.

12. Contact

For any questions, please contact:

✉ info@mce.eu