

Terms & Conditions

Zambesi.com is an online marketplace for face-to-face workshops that are conducted by experts. You can book and pay for courses online. Tickets purchased and course attendance is subject to our Code of Conduct stated in the pre-program email – please ensure you read these.

GENERAL DISCLAIMER & LIMITATION OF LIABILITY

The information contained on the website at www.zambesi.com (the “marketplace”) is provided “as is”; while we endeavour to ensure that all information contained on the website is accurate, complete and up-to-date, we make no warranty that it is so. To the extent permitted by law, we expressly disclaim all liability in connection with the marketplace and the courses listed on it and we will not be liable for any consequential losses arising from access to or use of any part of the marketplace or any course whether or not caused by negligence.

You agree to indemnify us and the experts holding the courses against all claims, damages, costs, expenses, losses, or liabilities that are suffered or incurred directly or indirectly by us or the expert arising from, or in connection with your use of the marketplace and your attendance at any courses.

CANCELLATIONS & NON-ATTENDANCE

You may cancel a course booking at any time up to 30 days before the date of the course by writing to us at hello@zambesi.com. If fewer than 30 days’ notice is given, we will use our discretion, but in most cases, we will be unable to provide you with a refund. If you are sick and unable to attend a course, you may nominate another person to attend in your place or provide a medical certificate and postpone to attend a course at a later date (you may do this once).

COMPLAINTS & FEEDBACK

If you attend a course and you are unhappy with it, you may lodge a complaint to us in writing at hello@zambesi.com within 14 days and we will review your concerns. We are always looking to improve, so we do welcome your feedback.

COURSE CONTENT IS NOT ADVICE

The information provided in the courses is of a general nature. You should seek professional advice specific to your circumstances before taking any action and we are not liable for your reliance on the content.

PRIVACY

We collect your personal information for the purposes of providing the courses to you and sending you information about other courses that may interest you. Please read our Privacy Policy for more information about our information handling practices.