

Terms and conditions

These Terms and Conditions apply to the **Teacher Development Webinars** organised by the British Council. They are separate from, and do not replace, the terms and conditions applicable to other British Council courses, services, or programmes.

1. Recognition

The webinars are recognised as **continuing professional development (CPD)** activities for teachers, in accordance with **Ministry Order no. 7.495/02.12.2024 (Annex IV, point 5)**. Participants are awarded **0.1 professional development points per 10 training hours** for ISJ/ISMB dossiers, based on certificates issued by the British Council.

2. Technical Requirements and Platform

Webinars are delivered online via **Zoom**. Participants are responsible for ensuring they have:

- A personal computer or laptop with the Zoom application installed
- A working headset with microphone
- A reliable internet connection for the full duration of the webinar

3. Participant Responsibility for Access

The British Council cannot be held responsible for technical difficulties experienced by participants, including but not limited to internet connectivity, hardware, or software issues. Participants are responsible for meeting the technical requirements necessary for participation.

4. Registration

Registration closes **48 hours prior** to the scheduled webinar. Late registration requests may be considered **by telephone only**, subject to availability and British Council approval.

5. Attendance and Certification

Certificates of participation are issued only to participants who attend **a minimum of 45 minutes** of the live Zoom session. Certificates are issued electronically by the British Council after the webinar.

6. Fees and Refunds

Refunds are subject to the following conditions:

- **Statutory right of withdrawal:** Participants have the right to withdraw within **14 calendar days** from the date of purchase.
- **Individual webinars:** Refund requests must be submitted at least **5 working days** prior to the scheduled session.
- **Webinar packages:** Refund requests must be submitted at least **5 working days prior to the first scheduled webinar**. Partial refunds are not available.

- **Administrative charges:** Where a refund is granted as an exception, the British Council may retain **up to 20%** of the fee to cover administrative costs.
- **Discretion:** The British Council reserves the right to refuse refund requests that do not meet the conditions outlined above.
- **Cancellation by the British Council:** Where a webinar is cancelled due to insufficient enrolment (fewer than **5 participants**), a **full refund** will be issued.

7. Exceptional Circumstances

Following the statutory withdrawal period, a full refund may be considered **only in exceptional circumstances**, subject to the submission of official supporting documentation. These circumstances include:

- Relocation to another country
- Serious medical conditions requiring hospitalisation
- Death of a close family member
- Changes in employment schedules that directly prevent attendance

8. Code of Conduct

The British Council is committed to providing a safe, inclusive, and respectful learning environment. Participants are expected to conduct themselves professionally and respectfully towards British Council staff and other participants at all times.

9. Unacceptable Behaviour

The British Council reserves the right to remove participants from a webinar, and to restrict future registrations, where behaviour is deemed disruptive, inappropriate, discriminatory, or offensive. In such cases, **no refund will be issued**, including for prepaid webinar packages.

10. Data Protection and Communications

Personal data will be processed in accordance with **applicable data protection legislation, including the General Data Protection Regulation (GDPR)**.

By registering, participants consent to receiving communications related to the webinar and other relevant British Council professional development opportunities. Participants may withdraw consent at any time by contacting the British Council.

11. Recording and Intellectual Property

All webinar content is the intellectual property of the British Council and/or its partners. Recording, reproducing, or distributing webinar content in any format (including audio, video, screenshots, or screen recordings) without prior written permission is strictly prohibited. Official summary materials will be provided by the British Council.

12. Breach of Recording Policy

Any unauthorised recording constitutes a breach of these Terms and Conditions and may result in immediate removal from the session, exclusion from future British Council events, and forfeiture of any fees paid.