

Frequently asked questions:
(Sales and delivery terms)

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Can I cancel my registration for a course?

Registration for KMP+ House of Mentoring conferences, courses and workshops are binding and cannot be cancelled.

Can I pass on my place on a course to a colleague if I am not able to participate?

Yes – if you are not able to participate, you can let a colleague take your place instead. Please e-mail all relevant information on the person participating instead of you to info@kmpplus.com.

I have not received an order confirmation. What can I do?

If you – contrary to expectations – do not receive a confirmation within 5 weekdays, your registration has not been properly enrolled in our system. Please contact info@kmpplus.com.

How do I pay for my participation?

Shortly after your registration has been enrolled in our system, you will receive a confirmation by e-mail. You will receive an invoice briefly after this.

Which information does KMP+ House of Mentoring need in order to make the invoice?

The total price of the conference, course or workshop is charged by registration. Payment terms are 30 days net. All prices are excl. VAT unless otherwise stated. Please note that the information stated at the registration and the information present on the invoice must be identical. Please state EAN number, User ID, requisition number or reference number if so required on the invoice by your company. We kindly ask you to make sure to state the right e-mail when registering, since all main correspondence concerning conferences, courses and workshops is by e-mail.

What if the invoice is not paid in due time?

Please note that if the invoice is not paid in due time, we will add interest in accordance with applicable laws.

What if there are changes to the programme of the event?

If we need to make changes to the programme of the given event, we will inform the



participants of this as soon as possible. Changes in speakers, place or the like does not entitle participants to cancel or receive a refund of the registration fee.

What if the event is cancelled?

If a given event is cancelled, the participants will get a full refund. KMP+ ApS cannot be held responsible for any transportation or accommodation expenses, or other expenses connected to participating in the event.

How do I receive the list of participants?

All registered participants receive a list containing both personal and company names on the day of the event.

