

Women's World Banking Tech Policy Learning Lab

Terms & Conditions

1. Acceptance of Terms

By registering for and/or paying for a Women's World Banking ("WWB") training course or program, participants confirm that they have read, understood, and agree to these Terms and Conditions ("Terms").

2. Registration and Fees

A participant's place on the program is reserved only once full payment has been timely received and processed by WWB. Registration applies only to the individual participant named in the registration form and is not transferable. WWB reserves the right to decline or cancel registrations at its discretion.

Program fees cover participation in the scheduled sessions and access to course materials as described in the course information. While WWB may make recordings of sessions available to participants for their personal use, availability of recordings is at WWB's sole discretion. Fees do not include travel, accommodation, visas, insurance, or any other personal expenses unless explicitly stated.

Withdrawals and cancellations are subject to WWB's Cancellation Policy set forth below.

3. Program Format and Delivery

Programs may be delivered in an online, in-person, or hybrid format, as outlined in the course information. For hybrid or online programs, participants are responsible for ensuring they have reliable internet access and appropriate technology. Participants registered for hybrid format courses should ensure prior to registration that they are able to attend both the online and in-person sessions.

4. Changes to the Program

WWB reserves the right to make reasonable changes to program content, schedule, faculty, speakers, delivery modality, or location where necessary. Any material changes will be communicated to participants in a timely manner. Such changes do not constitute grounds for a refund.

5. Participant Conduct

Participants are expected to:

- Attend all sessions punctually and participate actively;
- Engage respectfully with faculty, speakers, staff, and fellow participants;

- Comply with any stated codes of conduct, confidentiality requirements, and non-attribution rules (including [Chatham House Rule](#), where applicable).

Discrimination, harassment, physical intimidation, or disruptive behavior will not be tolerated and will constitute grounds for immediate dismissal.

WWB reserves the right to remove a participant from the program without refund if their conduct is deemed disruptive, inappropriate, or inconsistent with the program's values or learning environment.

6. Attendance and Participation

Participants are expected to attend all scheduled sessions punctually and to participate actively in program activities.

To be considered in good standing and eligible for program completion and certification (where applicable), participants must meet the minimum attendance threshold of 80% of scheduled sessions, including online and in-person sessions (as applicable).

7. Confidentiality and Intellectual Property

Participants may be exposed to confidential, sensitive, or non-public information during the program. Participants agree to respect the confidentiality of such information and not disclose it to third parties without permission.

All program materials, including presentations, recordings, documents, and learning resources, are the intellectual property of WWB or its faculty and partners, unless otherwise stated. Materials are provided for personal learning use only and may not be copied, shared, or distributed, or used for commercial purposes, without WWB's prior written consent.

8. Privacy Notice

Participant personal information will be collected and processed in accordance with WWB's [Privacy Policy](#).

Additionally, virtual and in-person sessions may be recorded with faculty consent and made available to participants and faculty, third parties, and/or to the public in WWB's discretion. Participants acknowledge and agree that their name and likeness may not be able to be removed from the video recording. By attending the program, participants agree to WWB's Use of Images Policy and Release included in the registration materials, unless they have expressly opted out.

9. Liability and Disclaimer

Participants attend programs at their own risk and are responsible for arranging appropriate insurance where relevant. WWB will not be liable for any claim, loss, damage, injury, or expense incurred by participants in connection with the program, however caused, and whether due to WWB's negligence or otherwise, except where liability cannot be excluded under applicable law. Participants hereby release and hold harmless WWB and its representatives from all such liability and claims.

10. Cancellation Policy

WWB is unable to accept requests for refunds (in whole or in part) or substitutions except as stated in these Terms. Participants may withdraw from the program and receive a refund of fees paid up to 60 days prior to the program start date. Refunds will not be given if requested less than 60 days prior to the start date; however, participants may request their registration to be transferred to a future cohort.

Institutions may request substitution of a participant rather than cancellation, if the original registrant is unable to attend. Substitutions will be considered in WWB's sole discretion up to 7 days prior to the start date, subject to eligibility requirements.

Refunds will not be given due to a participant's lack of attendance or inability to participate in any sessions ("no-show"), or due to a participant's dismissal for improper conduct.

If WWB cancels the entire program, participants will be entitled to request a refund or transfer their registration to the next cohort. If the program is hybrid and WWB cancels the in-person component of the program, WWB will offer a refund of the portion of program fees attributable to the in-person component. Participants' inability to attend the in-person component as originally scheduled will not be grounds for a refund.

If WWB needs to postpone the program or any component thereof due to a force majeure event, participants will be informed and automatically registered for the program to be held on the new dates, once determined, or may elect to transfer their registration to a future cohort. "Force majeure event" means any event outside WWB's control, including but not limited to extreme weather events, epidemic or pandemic, strike or worker walk-outs, material unforeseen travel disruption or technology outages, war or armed conflict, civil unrest, or acts of terrorism.

WWB is not responsible for any additional costs incurred by participants, including travel, accommodation, visa, or related expenses.

All refunded amounts will be net of any applicable third-party payment processing, wire transfer, and foreign exchange fees.

Requests for refunds outside of this policy due to exceptional circumstances will be considered on a case-by-case basis in WWB's sole discretion. Submission of a request does not guarantee approval.

11. Contact

For questions regarding these Terms or program policies, please contact Women's World Banking's Leadership Training Programs at the email address provided in the program materials.