TERMS AND CONDITIONS

BLACK FRIDAY 2026 CAMPAIGN

Terms and Conditions

The following Terms and Conditions apply to the Black Friday 2026 campaign starting at 00:00 on 19th November 2026 and ending at 23:59 on 1st December 2026, local time of each country (the "Campaign" and the "Campaign Period").

The Campaign is promoted by Improve International Limited, with registered office at Ground Floor, Delta 1200 Welton Road, Delta Business Park, Swindon Wiltshire SN5 7XZ, England, registered in England with the no. 3568194 and with VAT registration no. 100 1348 86 ("Improve International").

This Campaign is valid for veterinarians, nurses and/or veterinary technicians aged over 18 years old and will be available for residents in the following countries: Portugal, Spain, France, Germany, United Kingdom, USA, Cyprus and Countries in Latin America included in Improve Global Website (LATAM) ("Participants").

PARTICIPATION TERMS AND OFFERS

- The Campaign consists in offering a direct discount on the final purchase price for new registrations on the courses listed in the table below and, where indicated in the same table, additional benefits consisting of Amazon vouchers and/or gift hampers ("Additional Benefits"). This Campaign is not a prize draw.
- The registrations per course in each country are limited to the maximum number of students allowed by Improve International for each course and remain subject to the admission requirements of each course.
- The Campaign starts at 00:00 on 19th November 2026 and ends at 23:59 on 1st December 2026 (local time of each country), and during this time each Participant needs to enter a promotional code, related to the country and course ("Promo Code"), as established in the table below. After this date and time, the Promo Code will no longer be valid and no discount or Additional Benefit under the present Campaign will be accepted.
- In order to take part in the Campaign, Participants must select the course(s) of interest on the Improve International website and use the Promo Code when purchasing their place, as detailed in the table below.
- Registrations made at the London Vet Show (LVS), on 19 and 20 November 2026, and at the Southern European Veterinary Conference (SEVC), on 19, 20 and 21 November, also qualify for the Campaign, provided they are made during the Campaign Period .
- The Promo Codes required for the Campaign will be made available by Improve International across various communication channels, including but not limited to: the official campaign landing page, newsletters sent to subscribers, Improve International's social media platforms, digital or printed promotional materials related to the Campaign, and any other communication channels Improve International deems appropriate. Participants acknowledge that Promo Codes may be shared in different formats and through multiple channels, and it is their responsibility to consult the available materials in order to obtain them.

- A Promo Code does not make eligible any course or product which is excluded under these Terms and Conditions, and Promo Codes are only valid for the countries, professional audiences and courses indicated in the table below.

Country	Courses	Promo Code	Discount	Additional Benefits
United Kingdom	Veterinary Certificate and Advanced Certificate Programmes	BF-VET-26	£1,000	£150 Amazon voucher and gift hamper
	Veterinary Nursing Certificate and Advanced Certificate Programmes	BF-NURSE-26	£500	£100 Amazon voucher and gift hamper
	Other eligible Certificates (including Focus 20 and Accelerated Programmes)	BF-OCERTS-26	20%	£100 Amazon voucher
	Eligible Central CPD Short Courses	BF-SC-26	20%	£50 Amazon voucher
	Certificate parts	BF-VET-PART-26	£500	£100 Amazon voucher
Germany	Veterinary Certificate and Advanced Certificate Programmes	BF-VET-26	€1,000	€150 Amazon voucher
	Veterinary Technician Certificate and Advanced Certificate Programmes	BF-VT-26	€500	€100 Amazon voucher
	Other eligible Certificates (including Focus 20 and Accelerated Programmes)	BF-OCERTS-26	15%	None
	Improve International Short Courses	BF-SH-26	15%	None
	Certificate parts	BF-VET-PART-26	€500	€50 Amazon voucher
	MVS On-Demand Courses	BF-SOD-26	25%	None
Spain	Veterinary Certificate and Advanced Certificate Programmes	BF-VET-26	€900	€100 Amazon voucher
	VPP Certificate Programmes	BF-VPP-26	€450	€50 Amazon voucher
	Other eligible Certificates (including Accelerated and Intensive Programmes)	BF-OCERTS-26	15%	None
	Eligible Short Courses	BF-SH-26	15%	None
	Certificate parts	BF-VET-PART-26	€450	None

Portugal	Veterinary Certificate and Advanced Certificate Programmes	BF-VET-26	€900	€100 Amazon voucher
	Veterinary Nursing Certificate Programmes	BF-NURSE-26	€450	€50 Amazon voucher
	Other eligible Certificates (including Accelerated and Intensive Programmes)	BF-OCERTS-26	15%	None
	Eligible Short Courses	BF-SH-26	15%	None
	Certificate parts	BF-VET-PART-26	€450	None
France	Veterinary Certificate and Advanced Certificate Programmes	BF-VET-26	€900	€100 Amazon voucher
	Eligible Short Courses	BF-SH-26	15%	None
USA	Veterinary Certificate and Advanced Certificate Programmes	BF-VET-26	$1,000	$100 Amazon voucher
	Veterinary Technician Certificate and Advanced Certificate Programmes	BF-VT-26	$500	$50 Amazon voucher
LATAM	Veterinary Certificate Programmes	BF-LATAM-VET-26	$1,000	None
	Other eligible Certificates (including Intensive Programmes)	BF-OCERTS-26	15%	None
	Eligible Short Courses and On-Demand Courses	BF-SH-26	15%	None
	Certificate parts	BF-VET-PART-26	$500	None

ADDITIONAL BENEFITS

- Amazon vouchers:
  - Participants shall be entitled to one (1) Amazon voucher per qualifying course purchased during the Campaign Period, with the value indicated in the table above for the relevant country and course. Where a Participant purchases more than one qualifying course, the Participant shall receive one (1) voucher for each qualifying course.
  - The Amazon vouchers will be sent by email to the email address provided by the Participant during the registration process, within 30 days after full payment of the course, after verification of the qualifying booking and of the payment conditions set out below.
  - The Amazon vouchers are valid for [amazon.co.uk (UK), amazon.de (Germany), amazon.es (Spain and Portugal), amazon.fr (France) and amazon.com (USA)] and are subject to the Terms and Conditions of Amazon gift cards, including their geographical restrictions.
  - This Campaign is not sponsored, endorsed or administered by Amazon.
- Gift hampers:

  - Participants who purchase the United Kingdom courses for which a gift hamper is indicated in the table above shall be entitled to one (1) gift hamper per qualifying course, in addition to the discount and the Amazon voucher.
  - The gift hampers will be delivered only to addresses in the United Kingdom, within 30 days after full payment confirmed. The contents of the gift hampers may vary and Improve International may replace any item with an alternative of equal or similar value.
- The Additional Benefits are offered in addition to the applicable discount and cannot be exchanged for cash, for another promotion or discount, or redeemed in any other form.
- Where a qualifying booking is cancelled, refunded or invalidated, Improve International may withdraw the associated Additional Benefits, subject to applicable law.

CAMPAIGN CONDITIONS

- The discounts are applicable on the total amount of the course price, before VAT or other applicable taxes.
- The Campaign is valid exclusively for new registrations made during the Campaign Period and cannot be applied retrospectively to existing bookings or to registrations made before the Campaign Period. Participants who cancel an existing booking and rebook the same course during the Campaign Period in order to benefit from the Campaign shall not be entitled to the discount nor to the Additional Benefits.
- Improve International may, at its discretion and exceptionally on a case-by-case basis, apply the Campaign to an existing booking. Such exceptions do not create any entitlement for other Participants.
- The Campaign cannot be used in conjunction with any other discount campaigns, offers, promotions, sales or negotiated pricing, and cannot be exchanged by another promotion or discount, converted in cash or redeemed in any other form.
- United Kingdom corporate bookings remain subject to the pre-agreed corporate discounts and corresponding codes, and the Campaign discounts do not apply to them. Corporate bookings are entitled to the Additional Benefit of a gift hamper and £150 Amazon Voucher per purchase.
- The payment of the courses needs to be done in full, in a single payment, until December 20th. Payments by instalments are not accepted under this Campaign. The discount and the Additional Benefits are only due where the qualifying booking complies with this payment condition.
- The following products are excluded from the Campaign, and no discount, voucher or gift hamper applies to their purchase or renewal: (i) membership products and subscriptions offered in the United Kingdom, including Central CPD Membership; and (ii) On-Demand courses and On-Demand subscriptions offered in the United Kingdom.
- Certificate Parts, Optional Practicals, Accelerated Programmes, Intensive Programmes and other specialist formats are only included in the Campaign where expressly indicated in the table above for the relevant country.
- If the course selected for the Campaign is unavailable or cancelled, Improve International General Terms and Conditions shall apply.
- Nothing in these Terms and Conditions restricts the statutory cancellation or withdrawal rights that may apply to the Participants.

- The Participants that enroll in an Improve International course through the Campaign shall accept Improve International General Terms and Conditions available on Improve International website [www.improveinternational.com].
- Promotions on social media are in no way sponsored, endorsed, or administered by, or associated with, Facebook, Instagram, LinkedIn or any other social network.

GENERAL TERMS

- All employees of Improve International and of the companies of its group are excluded from this Campaign.
- Improve International expressly reserves the right to exclude from the Campaign any Participant who does not comply with the Terms and Conditions. Entries may be subject to moderation. Improve International reserves the right (in its sole discretion) to deem an entry to be ineligible should it be incomplete, contain offensive, inappropriate, obscene, unlawful or otherwise objectionable content, material that promotes bigotry, racism, hatred or harm against any group or individual or promotes discrimination based on race, sex, religion, nationality, disability, sexual orientation, age or any other basis protected by federal, state, territory, provincial or local law, ordinance, or regulation.
- Improve International expressly reserves the right to disqualify any Participant who deliberately attempts to falsify the Terms and Conditions.
- Improve International expressly reserves the right to amend the present Terms and Conditions at any time.
- Improve International reserves the right at any time and from time to time to modify, suspend or discontinue, temporarily or permanently, this Campaign with or without prior notice due to reasons outside its reasonable control (including, without limitation, in the case of technological malfunction or, anticipated suspected or actual fraud). The decision of Improve International in all matters relating to the Campaign is final and no correspondence will be entered into. In the event that Improve International permanently discontinues the Campaign pursuant to this paragraph, the Participants in the Campaign shall be released from their obligations to Improve International under these Terms and Conditions.
- **Liability** - There are certain things for which Improve International does not accept any liability to you, and these are explained in the next three paragraphs. The law does not allow Improve International to exclude or limit its liability for some things, such as death or personal injury caused by its negligence, or loss caused by a false statement where the statement is made fraudulently. Improve International accepts full liability for these matters and all matters for which it cannot, under law, exclude or limit its liability. Otherwise, the exclusions of liability described below will apply. References to "Improve International" include all of Improve International's respective parents, affiliated companies, subsidiaries, officers, directors, employees, agents, licensees, distributors, dealers, retailers, printers, representatives and advertising and promotion agencies, and any and all other companies associated with the Campaign, and all of their respective officers, directors, employees, agents and representatives or any other third party involved in the Campaign.

Subject to the above paragraph, Improve International will not be responsible for (and will have no liability in connection with) acts, omissions, and occurrences beyond Improve International's reasonable control, including but not limited to:

  - Amazon Terms and Conditions applicable to the Amazon vouchers;

- damage, loss, liabilities, injury or disappointment incurred or suffered by any entrant entering the Campaign or as a result of accepting any Additional Benefit;
- problems with the allotment or dispatch of the Additional Benefits (such as Additional Benefits failing to reach the intended recipient); and
- any act, omission or default of any third-party supplier.

Improve International is not responsible for stolen, late, incomplete, illegible, inaccurate, misdirected, lost, misrouted, scrambled, damaged, delayed, undelivered, mutilated, postage-due or garbled entries, transmissions, email or mail; or for lost, interrupted or unavailable network, cable, satellite, server, Internet Service Provider (ISP), wireless network, website, or other connections including those through and/or by any website, availability or accessibility or miscommunications or failed computer, satellite, telephone, cable or wireless transmissions, lines, or technical failure or jumbled, scrambled, delayed, or misdirected transmissions or computer hardware or software malfunctions, failures or difficulties; wireless service congestion; failures or malfunctions of phones, phone lines or telephone systems, wireless towers or cellular tower equipment; any error, omission, interruption, defect or delay in wireless or other transmission, processing, or communication; non-delivery; misdirected, blocked, or delayed email notifications; printing, typographical or other errors appearing within these Terms and Conditions, in any Campaign-related advertisements or other materials; or any other errors, problems or difficulties of any kind whether human, mechanical, electronic, network, computer, telephone, wireless service, mail, typographical, printing or otherwise relating to or in connection with the Campaign or booking of Improve International courses, including, without limitation, errors or difficulties which may occur in connection with the administration of the Campaign, the processing of entries, or the dispatch of the Additional Benefits or in any Campaign related materials. Improve International is also not responsible for any incorrect or inaccurate information, whether caused by website users, tampering, hacking, or by any equipment or programming associated with or utilized in the Campaign. Improve International is not responsible for injury or damage to entrants' or to any other person's computer and/or wireless device related to or resulting from participating in this Campaign or downloading materials from or use of the website. Persons who tamper with or abuse any aspect of the Campaign or website or attempt to undermine the legitimate operation of the Campaign by cheating, deception or other unfair practices, or intend to annoy, abuse, threaten or harass any other entrant or any representative of Improve International or who are in violation of these Terms and Conditions, as solely determined by Improve International, will be disqualified and all associated entries will be void. Any attempt to deliberately damage the content or operation of this Campaign is unlawful and subject to legal action by Improve International and/or their respective agents. Entries generated by a script, macro or other mechanical or automated means will be disqualified. Improve International shall have the sole right to disqualify any entrant for violation of these Terms and Conditions or any applicable laws relating to the Campaign, and to resolve all disputes in its sole discretion. Improve International makes no warranty, guaranty or representation of any kind concerning the Additional Benefits (or any portion thereof), and disclaims any implied warranty. Improve International's failure to enforce any term of these Terms and Conditions shall not constitute a waiver of that provision. CAUTION: ANY ATTEMPT BY A PERSON TO DELIBERATELY DAMAGE OR UNDERMINE THE LEGITIMATE OPERATION OF THE CAMPAIGN MAY BE IN VIOLATION OF CRIMINAL AND CIVIL LAWS AND SHOULD SUCH AN ATTEMPT BE MADE, IMPROVE INTERNATIONAL RESERVES THE RIGHT TO SEEK REMEDIES AND DAMAGES (INCLUDING ATTORNEY'S FEES) FROM ANY SUCH PERSON TO THE FULLEST EXTENT OF THE LAW, INCLUDING CRIMINAL PROSECUTION. IMPROVE INTERNATIONAL'S FAILURE TO ENFORCE ANY TERM OF THESE OFFICIAL RULES SHALL NOT CONSTITUTE A WAIVER OF THESE PROVISIONS.

- Improve International grants the Participants the right to access, update and correct their personal information in accordance with applicable data protection legislation in each relevant country, including in particular the EU General Data Protection Regulation ("GDPR"), the UK GDPR and their national implementing legislation. The Participant must contact Improve International through the email GDPR@improveinternational.com.
- The participation on this Campaign requires previous knowledge and full acceptance of these Terms and Conditions and of Improve International General Terms and Conditions, available at the time of registration, including Privacy Policy and Cookie Policy.
- The Participant acknowledges that has read and understood the present Terms and Conditions for the Campaign. The whole text of the present Terms and Conditions has been written in English and for legal purposes considered the valid language for interpretation.
- Any exceptional situation, not foreseen on this regulation, will be assessed and solved individually by Improve International.
- **APPLICABLE LAW** - This Campaign, and any dispute or claim arising out of or in connection with it (including non-contractual disputes or claims), shall be governed by and construed in accordance with the laws of England and Wales. By entering or participating, you agree that the laws of England and Wales and these Terms and Conditions apply. Any dispute or claim arising out of or in connection with this Campaign or these Terms and Conditions shall be submitted to the courts of England and Wales. Nothing in this clause shall deprive Participants who are consumers of the protection afforded to them by the mandatory consumer-protection laws of their country of residence, nor of any right they may have to bring proceedings in the courts of their country of residence.