

General Terms and Conditions for trainings

I. Registration

Registration for trainings shall only be possible in writing. Upon registration, the applicant shall receive a prompt registration confirmation. Given that the number of participants is limited for didactic and spatial reasons, the registrations shall be processed on a first come first served basis. Written registrations for events may be submitted via the Internet, via e-mail, fax or regular mail. Upon written confirmation of the registration by the training provider, the registration shall be binding.

II. Processing of Orders

Upon receipt of the registration, a written confirmation notice shall be sent. Along with this confirmation, all information pertaining to the respective training program will be communicated via e-mail.

III. Effective Dates of Offers

Offers made shall only be in effect until the date cited in the offer. The offer shall expire upon expiration of the offer deadline, unless otherwise agreed upon in writing.

IV. Fees

The fees due for the attendance of trainings shall be due upon receipt of invoice, net cash. The training fees include the taking of the training and the training materials. Ancillary fees for international transfers shall be completely absorbed by the registrant. Incidentally, the statutory provisions for general payment transactions shall apply.

V. Changes

The training provider shall have the right to assign substitute facilitators, make minor changes to the contents of the training and to change the venue or dates of the training. Venue or date changes shall be communicated in a timely manner. In the training that a registrant should be unable to attend because of such changes, the registrant shall have the option to rescind from the contract without having to pay any fees.

VI. Cancellations by Registrants

Cancellations of any order shall always be tendered in writing. In case of cancellation by registrants 4 weeks prior to the start of the seminar, the registrant shall be required to pay 50% of the event fees. In case that cancellations should be submitted later, or if the registrants should be a no-show, the full fee stipulated in the invoice shall be due. It is of course possible to replace a registered participant with a substitute. All of the above shall be subject to the written notification by the training provider.

VII. Cancellations by training provider

The training provider reserves the right to cancel seminars up to 5 days prior to the start of the seminar that the minimum number of participants should not have registered or in the event of hindrances that are beyond the control of the training provider. In exceptional cases (e.g. due to illness of the facilitator or in the event of force majeure) cancellations may also be made at shorter notice. In such cases, the training provider shall strive to offer a substitute date immediately. In the event of cancellation of the seminar, all event fees that have already been paid shall be refunded in full. All further legal remedies, in particular the reimbursement of costs resulting from loss of work, travel or hotel expenses shall be excluded.

VIII. Claims, Liability, Compensation for Damages

All claims shall be filed in writing and within 14 calendar days after the services have been rendered. In the event that claims should be justified, the training provider shall, at its discretion either adjust the invoice amount or remedy the inadequate service or initiate complimentary remedial action within a reasonable period of time. Although documentation and exams will be compiled with utmost diligence and care, it is not possible to rule out errors completely.

The training provider shall not assume any liability for the correctness of the content of the online presentation and any other documentation/material. The training provider shall not assume any liability for the loss of valuables, garments and other objects. In the event of only negligent breach of a cardinal contractual obligation, the liability of the training provider shall be limited to the contract typical foreseeable damage amount. In all other cases of minor negligence, liability shall be completely excluded.

To the extent that this is permitted by law, liability claims against the training provider shall be excluded. Incidentally, the statutory provisions shall apply.

IX. Copyright and Data Privacy

All rights, including those for reprinting and duplication of documents or parts therefore shall be reserved by the training provider. Under no circumstances shall anyone be permitted to reproduce, duplicate, distribute or publish excerpts from the documents without the written consent of the training provider.