

## **Terms and Conditions**

### **General**

- Dutch law applies to all our agreements.

### **Intellectual property**

- The intellectual property of training material will stay, at all time, within the Research BV, with exception of case material provided by the participants.

### **Privacy**

- UMCG Research BV's and client's information is confidential and will be processed in accordance with the copyrights and privacy rights obligations.
- All information provided by clients and / or participants is confidential for the institute, its employees and the teachers

### **Registration**

- Registration is final, if a signed and fully completed registration form is received by us by email or by post.
- Within 5 working days after registration the participant will receive an email confirmation of participation, except during school vacations.
- The costs for catering are included.

### **Payment**

- The fee for the meetings shall be paid within 30 days after date of the invoice;
- The same rule applies for an invoice sent to the employer if requested so by the participant. A participant is responsible for timely payment of the invoice by its employer.

### **Cancellation Policy**

- The participant can withdraw from the contract within 14 days without giving any reason by sending an email or letter stating his or her withdrawal within this period. UMCG Research BV will refund any tuition fees paid within 14 days after receiving the withdrawal statement.
- UMCG Research BV reserves the right to cancel the course if the number of participants has not reached the minimum required to run the course effectively.
- UMCG Research BV reserves the right to cancel if the event or an unforeseen circumstance (e.g. force majeure, technical/ operational malfunctions, problems with facilities, etc.) which disables a safe training environment. In case of a cancellation, UMCG Research BV will either arrange for an alternative course date or offer a full refund of the fee paid.
- Signing means accepting the cancellation policy, which will be binding from the moment we receive the registration form, even if the participant has not yet received a confirmation or not yet received an invoice or not yet has paid for the meetings;
- A cancellation fee of €100,- will be charged if the registration is canceled 45 days prior to the date of the first meeting.

- If the registration is canceled within 45 days before the first meeting the full participation fee is charged, regardless of the reason of cancellation;
- The date of cancellation is the date on which the UMCG Research BV receives the cancellation. Only cancellation in writing is a valid cancellation.
- By signing the registration form, the participant is familiar with the terms and conditions and will receive a copy for their own records.
- Should the participant cancel, any refunds will be issued within a specific period of 30 days
- Any other refunds will be issued within a period of 30 days.