

## GENERAL TERMS AND CONDITIONS

### Training courses - ifu Hamburg GmbH

**Registration** - You can sign up for a training course in writing via post or email, by fax or by using the registration form on our website, with the latter being our method of choice. You will receive a registration confirmation after you have signed up. By registering, the participant assumes the obligation to attend the training course and to pay the set fees on time, namely two weeks prior to the start of the training course. The number of participants is limited to a maximum of eight persons, with the registration taking place on a "first come, first served" basis.

**Data protection** - The data you submit upon registering shall be saved electronically for internal purposes. The participant declares his/her consent to his/her data being saved electronically. Any forwarding of the data to third parties is excluded.

**Cancellation** - Registration is to be cancelled in writing. The cancellation costs amount to 25% of the fee up to 15 working days prior to the start of the training course. Following expiry of this period, we will charge cancellation costs equivalent to 100% of the fee. In the event that the participant has to cancel at the last minute or fails to turn up, we will have to invoice him/her for the appropriate compensation, provided no substitute participants are available.

**Expiry date** - Once booked, the training course has to be attended within one year.

**Seminar cancellation** - ifu Hamburg GmbH reserves the right to cancel training courses that have already been announced if the number of participants is too low or for other reasons for which it is not responsible. Should we cancel a training, we shall refund you any fees that have already been paid. Alternatively, you can request to attend a different training. Any claims over and above this scope, especially claims for damages in the event of significant changes to or cancellation of a training course, shall not apply.

**Seminar content/execution** - Unless provisions have been made to the contrary, the scope of services defined on our current websites shall apply. We reserve the right to call in substitute speakers, to make minor changes to the content of the seminar and/or to adapt said content to reflect the latest requirements and programme standards.

**Certificate** - After the training is over, the participant shall receive confirmation of having undergone training on the subject in the form of a certificate.

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