

## General Terms and Conditions for Public Seminar Business

### 1. Scope

These General Terms and Conditions apply to any qualification, consulting and assistance measures (hereinafter referred to as "the event") unless where mandatory statutory provisions provide otherwise for specific training services.

### 2. Registration and conclusion of contract

The number of participants will be limited to ensure efficiency of the events. Registrations are considered in the order they are received. The deadline for registration is 10 days before the start of the event for organisational reasons, as otherwise we will not be able to guarantee your participation in the event. Registrations are accepted in writing (by letter, fax, e-mail or online), by phone and personally; registrations are legally binding for you.

### 3. Payment conditions

The attendance fee shall be due at the beginning of the event, net cash. Please transfer the attendance fee in due time and use the payment slip enclosed with the invoice addressed to you for this purpose. For events where cash payment is required, the attendance fee shall be paid cash at the beginning of the event. The attendance fees are exempted from VAT pursuant to Value Added Tax Act 1994 and are in the majority of cases tax-deductible.

### 4. Right of withdrawal

The participant shall be entitled to withdraw from a contract concluded via distance selling and/or from a contract declaration made through distance selling (i.e. contracts established via telephone, internet or other means of remote communication) in writing (letter, e-mail, fax) without giving any reasons. The withdrawal period is 14 calendar days (Saturdays, Sundays and bank holidays included) from conclusion of the contract. The withdrawal period shall be deemed observed if the declaration of withdrawal is dispatched within the 14-days period (by letter, fax, e-mail or online). This provision shall not apply to events that begin within these 14 calendar days from conclusion of the contract.

### 5. Cancellation

Cancellation free of charge is possible in writing up to 14 days before the beginning of the event (date of post mark and/or date the e-mail was sent). For cancellation after this period but before the beginning of the event we will charge a cancellation fee of 50 %. If the participant does not attend the event, discontinues attendance and/or terminates attendance unilaterally, we will charge the full attendance fee and no reimbursement of the attendance fee is possible, neither in parts nor in full. No cancellation fee shall apply if the applicant nominates a person who attends the event in his/her place.

### 6. Seminar certificate/final documents

Every participant who attended a minimum of 75 % of the training time (unless otherwise specified in statutory provisions) will receive a seminar certificate upon completion of the event. Final documents, such as confirmation of participation, certificates or diplomas will only be presented to the participant once the invoiced amount has been paid in full.

### 7. Changes of programme

Due to long-term planning, changes to the programme may be made for organisational reasons under the provision that they do not result in a material change of the objective of the event.

### 8. Training documents

Seminar documents or data carriers handed over to the participant must not be copied or handed over to third parties without prior approval by bfi Steiermark.

### 9. Special dates

The dates published in the training programmes represent the general framework programme of bfi Steiermark. If the number of participants is high enough (depending on the seminar), additional dates can, of course, be added.

### 10. Cancellations on the part of bfi

bfi Steiermark reserves the right to cancel announced seminars in justified exceptional cases. In such an event, any attendance fee paid will be reimbursed in full. Any further damage claim shall be excluded - unless bfi Steiermark or a person for whom bfi Steiermark is responsible caused the damage intentionally or with gross negligence.

### 11. Data protection

bfi Steiermark is entitled to store, electronically process as well as to use and exploit any data relating to the participant in the context of performing the contract. bfi Steiermark undertakes to treat all and any information and data received from participants in connection with their participation in a seminar as confidential and not to disclose them to third parties. This obligation also extends to the period after the end of participation in a seminar.

### 12. Place of jurisdiction

The competent court in Graz shall be deemed agreed as the place of jurisdiction for any disputes arising from or in connection with the attendance of a bfi Steiermark event.

### 13. Creditor protection

In the event of engagement of a debt collection agency, we will transmit the participant's name, address, date of birth and the outstanding amount to KSV1870.

### 14. Printing errors

We reserve the right to make subsequent amendments/changes due to printing errors.