

GENERAL TERMS AND CONDITIONS for open enrolment seminars

Participants can enroll by fax or post or on the website or via e-mail. The date of each seminar is marked on the enrolment form which the participant has completed and signed, or on the online enrolment form that the participant has submitted.

METHOD OF PAYMENT

The enrolment is accepted only upon receipt of the full fee of the seminar, but the enrolment itself is already considered as a valid contract between ETI and the client and ETI shall therefore have the right to claim the enrolment fee.

Unless otherwise stated, all prices are marked in euros, excluding VAT. Belgian VAT will be added when applicable. Any company or person not subject to VAT must provide written proof of this exemption or else VAT will be automatically applied.

The course fee must be paid in full upon receipt of the invoice to ESL NETWORK (European Affairs)/ETI before the beginning of the training course either by bank transfer (bank costs to be covered by the client) or exceptionally in cash (with due regard to legal limits) or bank card at the venue. The fee of foreign bank transfers is to be borne by the client.

NON-PAYMENT

Unless otherwise agreed between ETI and the client, the full payment IS due at the last day of the services agreed in the contract. A late payment procedure is launched after 30 days of non-payment and an interest rate of 1 % per month is added to the amount due. The late payment interest is automatically applied without any prior notice.

Non-payment of any invoice will incur full legal liability of the participant, organization or company responsible for the enrolment. All costs incurred in recovering the payment of the invoice are to be paid by the debtor. If payment of the invoice must be recovered via legal proceedings, the debtor will be responsible for all legal costs.

CANCELLATION OR POSTPONEMENT

In case of cancellation by the participant, a cancellation fee will be charged and the participant will be invoiced as follows:

- 30+ days before the seminar: no extra fee
- 29-15 days before the seminar: 50% of the course fees
- 14-8 days before the seminar: 75% of the course fees
- Less than 8 days before the seminar: 100% of the course fees

This amount can be deducted in case of postponement to another seminar in the 3 months following the date of cancellation.

For administrative and pedagogical reasons, only one postponement is allowed.

No additional fees will be incurred in the case of a qualified substitute from the same company. The client must inform the organizers before the beginning of the seminar.

If the number of participants enrolled for a seminar is considered to be insufficient, ETI reserves the right to cancel or postpone any seminar at the latest 14 days before its due date. A full refund of course fees will be offered, but ETI is not responsible for any other costs (eg. transport, hotels...). The participant will be offered the option of enrolling for a different session.

RESPONSABILITIES

ETI is not responsible and declines any responsibility for problems resulting from circumstances beyond ETI's reasonable control, including, but not limited to delays due to severe weather conditions, failure of power, terrorism, embargo, vis maior or acts or laws of any government or agency.

ETI, on its website, in its written communications, in its presentations and via its speakers, endeavors to offer accurate and up-to-date information. Nevertheless, ETI declines all responsibility for potentially inaccurate or incomplete information.

PROTECTION OF PRIVACY

Your name and address will be part of ETI Group Database for our mailing purposes. These details will not be passed to third parties, except for those that are necessary for the provision of services for ETI. You have the right to access and modify this data and to consult the Register of the Commission for Privacy Protection.

ETI retains the right to contact participants to offer information concerning any services proposed by ETI. The participants may at any stage express their desire not to be contacted via email, phone or by any means, and will be removed from the contact list.

COPYRIGHT AND INTELLECTUAL PROPERTY

All intellectual property is protected by Belgian, European and International Law. This covers all course materials, the ETI website, all handouts and marketing materials. Any use, violation or unauthorized use of this intellectual property may lead to legal action and payment of damages to ETI.

In the case of demands for damages, only Belgian courts are recognized.

LAW AND JURISDICTION

Any dispute concerning the validity, interpretation or execution of this contract will be heard by the Courts of Brussels, under Belgian law. The parties will nevertheless aim to resolve every issue in an amicable manner.