General Terms and Conditions

FA Education VOF

ORGANISATION	ADDRESS
FA Education VOF	Maassingel 76, 5751 VP Deurne, The Netherlands

1. Definitions

1.1. FA Education: the organizer and provider of training, courses, and educational programs for healthcare professionals.

1.2. Training: any educational activity organized by FA Education, such as a course, digital training, workshop, or (multi-day) congress.

1.3. Participant: any individual who registers for a training organized by FA Education.

2. Applicability of these terms

2.1. These general terms and conditions apply when a participant registers for training.

2.2. These terms apply to all training activities offered by FA Education.

2.3. Deviations from these terms are only valid if confirmed in writing by FA Education.

3. Registration and formation of the agreement

3.1. Registration takes place via the online registration form or, where applicable, in writing.

3.2. The agreement between the participant and FA Education is established once FA Education confirms the registration in writing. From that moment on, the rights and obligations described in these terms apply.

3.3. Participants are entitled to a 14-calendar-day cooling-off period starting from the registration date. Within this period, the agreement can be revoked without giving a reason and free of charge.
This right also applies if the participant registers personally but payment is made by an employer or another company.
If the registration is made by a company or organization as the contracting party (e.g., through an education coordinator or HR department), and not by the participant directly, the cooling-off period does not apply.

4. Prices and payment

4.1. All listed course prices are exclusive of VAT unless stated otherwise.

4.2. After registration, the participant receives an invoice. This must be paid within 14 days of the invoice date or no later than the start of the course if that date comes first.

4.3. In case of non-payment, the participant is automatically in default. Statutory interest and collection fees may then be charged.

4.4. Payment methods: bank transfer to account number NL78RABO0318694964 in the name of FA Education VOF, stating the invoice number; iDeal; Bancontact; Belfius Pay Button; or KBC/CBC Payment Button.

4.5. FA Education does not offer payment in installments.

5. Cancellations and changes

5.1. Cancellation by the participant:

- Cancellations up to 8 weeks before the start of training are free of charge.
- Cancellations within 8 weeks before the start: 50% of the invoice amount will be charged, unless the participant can provide a suitable replacement.
- Cancellations within 3 weeks of the training start: no refund will be given.

5.2. FA Education reserves the right to change the setup, date, or location of a training, or to cancel it in case of insufficient participants or force majeure. In case of cancellation by FA Education, the participant will receive a full refund or may rebook to an alternative date free of charge.

5.3. In the event of cancellation by FA Education, it is not liable for any resulting financial damages.

5.4. Refunds due to cancellations as described in Article 5.2 will be processed within 3 to 4 working days after confirmation.

6. Duration and termination of the agreement

6.1. The agreement between FA Education and the participant automatically ends after the course, training, or workshop is completed, unless explicitly agreed otherwise.

6.2. Obligations that, by nature, remain in effect after the agreement ends, such as provisions on

payment, liability, intellectual property, privacy, and confidentiality, will remain applicable.

7. Confidentiality

7.1. Confidential information may be shared during training, such as case studies or clinical examples. Participants are required to keep all information marked as confidential by the instructor private.

7.2. This also applies to information clearly presented as personal, sensitive, or traceable to individuals, even if not explicitly marked as confidential.

7.3. FA Education expects a professional and respectful attitude toward the information shared by fellow participants and instructors.

8. Absence

8.1. Missing one or more training days does not entitle the participant to a full or partial refund. Missed days may be made up during a future edition of the same course, subject to FA Education's approval.

9. Liability

9.1. FA Education is only liable for direct damage resulting from attributable shortcomings, up to a maximum of the amount paid for the relevant training.

9.2. FA Education is not liable for indirect damage, such as consequential loss, loss of income, or other business damages.

10. Intellectual property

10.1. All course materials, presentations, and documentation provided during the training remain the property of FA Education.

10.2. It is not permitted to copy, reproduce, or distribute these materials in any way without prior written consent from FA Education.

11. Personal data and privacy

11.1. FA Education processes personal data in accordance with applicable laws and regulations, as outlined in the privacy policy available on the website.

11.2. The data will only be used for educational purposes and communication with the participant.

12. Force majeure

12.1. In the event of force majeure, such as illness of the instructor, natural disasters, government regulations, or other unforeseen circumstances, FA Education reserves the right to postpone, relocate, or modify the training.

12.2. In such cases, FA Education will inform the participant in time and work together to find a suitable solution.

13. Changes to the terms

13.1. FA Education reserves the right to amend these general terms and conditions.

13.2. The amended terms take effect upon publication on the FA Education website and apply to all new registrations from that date onward.

14. Governing law and disputes

14.1. All agreements between the participant and FA Education are governed exclusively by Dutch law.

> **Complaints procedure**
> If a participant disagrees with a decision made by FA Education, they may file a complaint with an independent complaints committee.