



## 1 General

These General Terms and Conditions are applicable to all training services provided by Zühlke Engineering AG for individuals (hereinafter participant). By submitting an application to participate in a training course, the participant confirms their knowledge of these terms and agrees to be bound by them.

## 2 Registration

The application to participate in a course must contain the following details (see the registration form): course, name and date, company name with address and telephone number, the first name and surname of the participant as well as his or her departmental address and, if applicable, e-mail address, and also the billing address. Applications to participate in a course must be submitted online ([www.zuehlke.com/academy](http://www.zuehlke.com/academy)). An application is considered to constitute a binding booking and will be confirmed by us in writing within 3 days. To ensure high-quality training, the number of places available on the course is regulated, and applications are treated on a first come, first served basis. If a course is already fully booked, we will contact you as soon as possible in order to propose an alternative course or date.

## 3 Course Requirements

Please carefully check the participation requirements in the relevant course description. In the interests of the other course participants, our lecturers can only cater for unfulfilled requirements among participants to a limited extent. Please contact us if you are uncertain about any specific course requirement.

## 4 Cancellation by the participant

If you are unable to participate in the course, you can deregister free of charge from a course in writing or by telephone at least 12 working days before the start of the course. If you submit a cancellation requests less than 12 working days before the start of the course, you will be billed 50% of the course fee. In the event of cancellation at very short notice (2 or fewer working days before the start of the course) or in the event of non-participation or only partial participation in the course, the full course fee is payable. It is possible to nominate a replacement participant from the same company at any time.

## 5 Change of course by the participant

If you are unable to participate in the course, you can switch your participation free of charge to the next date the course will be held, as long as this is done at least 12 working days before the original start date of the course. Making such a change less than 12 working days before the start of the course is subject to a fee of CHF 300 for administrative costs. This is payable in addition to the invoice already issued for the course itself.

## 6 Course fees / Payment conditions

The course fees include participation in the course and the provision of comprehensive course documentation. On-site course fees also include the use of the required infrastructure as well as lunch, including coffee and soft drinks. The course fee of online

trainings includes the access and license of the necessary software. Course fees may be changed by Zühlke from time to time - the applicable price is specified in the course registration confirmation. Course fees are payable by the start of the course. Training courses are exempt from VAT. In the event of large scale or regular training needs, we can offer companies and organisations special conditions.

## 7 Course cancellation / change of course dates by Zühlke

Zühlke is permitted to cancel courses or change their date if this is done at least 10 working days before the course starts. The contact person stated in the application will immediately be informed by us of any such changes or cancellations. If the intended course lecturer/instructor is not able to participate, Zühlke can appoint a replacement at any time. If a course cannot take place as a result of force majeure (e.g. illness, the course leader suffering an accident, epidemics/pandemics or similar occurrences), Zühlke's liability to participants that have travelled in vain to attend the course is limited to reimbursement of costs up to a maximum of CHF 100.00 per person.

## 8 Course venue and times

Generally, the course will be held at the Zühlke premises in Schlieren or Berne, Switzerland or as an online training. Courses are generally held from: 9:00 am – 12:30 pm and 1:30 pm – 5:00 pm (with breaks arranged with participants). The venue and course times are stated in the registration confirmation, whereby necessary changes are reserved.

## 9 Zühlke certificate

Upon successful completion of the course, you will receive a certificate confirming full attendance at the course.

## 10 Copyright

- The course material contains proprietary information protected by copyright. All associated rights remain reserved. The course material may not be reproduced, modified, copied, disseminated or made publicly available in whole or in part, including for educational purposes, without the prior written consent of Zühlke Engineering AG.
- Any software used during training courses is intended only for personal use. Participation in the course does not grant any explicit or implicit right to use the training software for commercial purposes. It is not permitted to copy or retain any such software.

## 11 Legal venue

These General Terms and Conditions are governed by Swiss Law. Exclusive place of jurisdiction is Zürich in Switzerland.