

The General Conditions apply to all the courses and workshops for which a participant enrolls individually.

A student enrolls for a course or a workshop by completing and submitting an enrolment form at the website [www.schematherapieopleidingen.nl](http://www.schematherapieopleidingen.nl) and thereby agrees to the General Conditions. Students participate in the order in which they register.

After receipt of the enrolment form *Van Genderen Opleidingen B.V.* will send an e-mail via [info@schematherapieopleidingen.nl](mailto:info@schematherapieopleidingen.nl) to person who registered in which the enrolment is confirmed. Where necessary, we will inquire about the required conditions for participation.

If the course is fully booked, the student can enrol for the waiting list. When a place becomes available, the first person on the waiting list will be contacted. Is she not interested (anymore), number two will be contacted and so on.

If the number of enrolments for a course or a workshop is less than two thirds of the maximum number, the course or workshop will be cancelled. We will discuss enrolment in a course at a later time with the students who enrolled.

About eight weeks before the start of the course the student receives an invoice that has to be paid not later than four weeks before the start of the course. The invoice will be sent to the private e-mail address of the student, unless otherwise stated on the enrolment form. The student is responsible for payment in good time. If the student's employer pays for the costs of the course, the student will take care of payment in good time.

### Cancellation of course

A course can only be cancelled in writing (via e-mail or letter). As date of cancellation the date of the e-mail sent or the postmark will serve as proof of dispatch. After enrolment an amount of € 50.-- covering administrative costs is due, if participation is cancelled before receipt of the invoice.

After that, the cancellation charges amount to:

- cancellation within eight weeks before start of the course : 15% of the course fee;
- hereafter until six weeks before start of the course : 50% of the course fee;
- from six to four weeks before start of the course : 75% of the course fee;
- four weeks before start of the course or later : 100% of the course fee.

However, when a reserve candidate wants to take over the course, we can depart from this. Also, a person can designate a substitute, if this person meets the conditions for admission to the course.

In this case only € 50.-- covering lunch and administrative costs will be charged.

At cancellation of a course or a workshop the management of *Van Genderen Opleidingen B.V.* can decide however only very rarely to reduce or acquit the course fee still payable. This is only possible on the basis of compelling reasons exclusively relating to the student. If government measures lead to the fact that a course has to be offered online, this is no reason to acquit the cancellation costs.

No rights whatsoever can be derived from such a reduction or remission by other people than the student.

### Missing out on course days

- In a 4-day course (25 hours) 1 day at the most may be missed out on. This day has to be made up for during a next course.
- In an 8-day course (50 hours) 2 days at the most may be missed out on, of which 1 day at least has to be made up for. For the second day a substitute assignment has to be completed.
- Missed out days in a workshop of 1 or 2 days always have to be made up for.  
An exception to this rule is the supervisor's course. If you miss out on day 1, the entire course has to be taken again, because following day 2 is not possible without having followed day 1.
- In the international course of 40 hours (2 hours per week) 4 sessions of 2 hours at the most may be missed out on. If you miss out on one or two sessions, you must watch the recordings of these sessions as an alternative assignment. If you miss out on three or four 2-hour sessions, you must watch the recordings of these sessions and make an alternative assignment about a subject of one (or two) of the three (or four) missed out on day(s).

Missed out on days can be made up for during a next course or workshop.

The costs for a catch-up day are € 50 (with the international course € 25 for each catch-up assignment to be checked).

If you miss more than the indicated number of days, you must do the course again.

The management of *Van Genderen Opleidingen B.V.* can decide however only very rarely to make an exception for this. This is only

possible on the basis of compelling reasons exclusively relating to the student.

### **Cancelled teaching day teacher or extreme weather conditions in the event of force majeure**

With regard to cancellation of a teacher in the event of force majeure *Van Genderen Opleidingen B.V.* will make every effort to provide for adequate replacement. If this is not possible, *Van Genderen Opleidingen B.V.* will come with an alternative teaching day as soon as possible. This also applies to cancellation of a teaching day in the event of extreme weather conditions. In this case the student is not entitled to compensation or compensation of (additional) travel expenses.

The additional costs for providing for teaching days arising from this will be borne by *Van Genderen Opleidingen B.V.*

Should a student be unable to attend on the alternative date, he/she can reschedule the day in another course free of charge.

## **General Conditions for applicants for an in-company training**

### **Van Genderen Opleidingen B.V.**

All the offers for an in-company training of *Van Genderen Opleidingen B.V.* are valid for eight weeks, unless a different term is indicated in the offer. After expiry of the term no rights whatsoever can be derived from this offer. *Van Genderen Opleidingen B.V.* cannot be compelled to adhere to its offers if the applicant for the in-company training can reasonably understand that the offers, or a part thereof, apparently contain a mistake or an error. By signing the offer the client agrees to the General Conditions. Approximately eight weeks before the start of the in-company training the organisation that signed the offer will receive an invoice, that has to be paid not later than two weeks before the start of the in-company training. If the invoice has not been paid, the first day of the in-company training will be cancelled and postponed if possible.

### **Cancellation and early termination of the agreement**

Cancellation can only be done in writing (via e-mail or letter). As date of cancellation the date of the e-mail sent or the postmark will serve as proof of dispatch.

At cancellation up to ten weeks before the start of the assignment the client has to pay 50% of the costs.

At cancellation within ten weeks before the start of the assignment the client has to pay 100% of the costs.

*Van Genderen Opleidingen B.V.* can terminate the agreement if:

- the client does not, not in full or not in time meet the obligations under the agreement after entering into the agreement;
- at delay on the part of the client it can no longer be required from *Van Genderen Opleidingen B.V.* to perform the agreement against the originally agreed upon conditions;
- prior to the in-company training the client has not met his (financial) obligations towards *Van Genderen Opleidingen B.V.*

### **Cancelled teaching day teacher or extreme weather conditions in the event of force majeure**

With regard to cancellation of a teacher in the event of force majeure *Van Genderen Opleidingen B.V.* will make every effort to provide for adequate replacement. If this is not possible, *Van Genderen Opleidingen B.V.* will come with an alternative teaching day as soon as possible. This also applies to cancellation of a teaching day in the event of extreme weather conditions. In this case the student is not entitled to compensation or compensation of (additional) travel expenses.

The additional costs for providing for teaching days arising from this will be borne by *Van Genderen Opleidingen B.V.*

Should a student be unable to attend on the alternative date, he/she can reschedule the day in another course free of charge.

## **Other General Conditions**

### **Van Genderen Opleidingen B.V.**

### **Payment and collection costs**

Payments shall always be made within thirty days after the date of the invoice.

### **Copyright**

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Oral statements by employees of *Van Genderen Opleidingen B.V.* are only valid when they are confirmed in writing by *Van Genderen Opleidingen B.V.*

The stored version of an e-mail by *Van Genderen Opleidingen B.V.* is conclusive evidence, subject to proof of the contrary by the student or the organisation that has signed the offer. An electronically sent message by *Van Genderen Opleidingen B.V.* is deemed to be received by the student or the organisation that has signed the offer on the day of dispatch, unless the student of the organization that has signed the offer proves that this communication has not been received. Insofar as the communication has not been received as a result of problems of delivery and/or accessibility with regard to the e-mail box of the student of the organization that has signed the offer, this is at the risk of the student or the organization that has signed the offer.

### **Liability**

Our liability is limited to the amount which is paid out under the professional liability policy. A copy of the policy is available on request. This agreement is exclusively governed by Netherlands law.