

# **General Conditions of CORNET TECHNOLOGY GmbH for Product Training**

## **General**

All services are subject to the General Conditions of CORNET TECHNOLOGY GmbH for product training. The client acknowledges awareness of these conditions and agrees to them.

## **Orders**

Course applications can be made either in writing or by telephone. If notification is by telephone, we are bound to reserve a place for a period of two weeks only. A written application is deemed to be a fixed booking and will be confirmed by us in writing. Orders in respect of non-course-specific services must generally be made in writing and will be confirmed in writing by CORNET TECHNOLOGY GmbH.

## **Cancellations**

The customer can cancel - free of charge - up to a period of three weeks prior to the commencement of the course. After that, a charge of 50 per cent of the course fee will be made. The course fee shall be paid in full in the event of non-attendance without prior notification.

## **Date changes**

CORNET TECHNOLOGY GmbH reserves the right to change dates or cancel a course up to a period of three weeks prior to the scheduled commencement date of the course. Neither the customer nor CORNET TECHNOLOGY GmbH shall be liable for any postponement to - or delay of - operation of the course where such an eventuality is the result - either in full or in part - of a force majeure.

## **Hotel reservations**

At the request of the customer, CORNET TECHNOLOGY GmbH shall make any necessary hotel reservations. The customer shall be responsible for paying hotel costs and any other hotel fees charged. It is the responsibility of the customer to cancel a reservation, provided that such a cancellation is not necessary as a result of changes to dates or cancellations made by CORNET TECHNOLOGY GmbH.

## **Prices**

The prices charged shall be those valid on the price list at the time of the course. For all other orders, prices shall be those negotiated for a specific course application. All prices are exclusive of VAT. Fees shall be settled after commencement of the service. Accounts must be settled within a period of 10 days following the date of issue.

## **Copyright**

Course documentation contains information that is protected by copyright. All rights are reserved. No part of the course documentation - or other documents provided as part of the order - may be reproduced, processed, replicated, distributed or made available for public use - without the prior permission of CORNET TECHNOLOGY GmbH.

## **Other matters**

CORNET TECHNOLOGY GmbH reserves the right to adapt, supplement or amend the course contents as required.

## **Place of jurisdiction**

The place of jurisdiction for any disputes shall be the head office of CORNET TECHNOLOGY GmbH.