



General Terms & Conditions for Public Courses

by SANTIS Training AG, Hohlstrasse 550, 8048 Zürich, Switzerland

General	The perceived quality by clients is the benchmark for SANTIS Training AG. It drives at satisfied clients and primarily offers flexible, client oriented solutions. Its know-how meets highest standards.
Application area / Validation	<p>The General Terms & Conditions for Public Courses at hand regulate the rights and rules between the relation of SANTIS Training AG, consecutively referred to as SANTIS, to its clients.</p> <p>Contradictory agreements and cases discussed individually have to be made in writing to be valid, otherwise they are considered not to be effected.</p>
Registration	The registration can be carried out via internet, e-mail, by phone, fax or mail. The invoice is sent to the address stated in the participant's registration.
Conditions	The listed prices at the time of registration is decisive for the invoice. The prices are generally excluded from value added tax as it is a matter of running a seminar. Charging of value added tax is carried out separately within the scope of a future value added tax liability. The published prices can be altered at all times without any special announcement.
Terms of payment	The course charges are due on the first course day at the latest.
Course benefits	<p>Duration, price, seminar goals, content, target group, course requirements as well as details of realisation can be seen from the respective course announcement. Cost for material and use of the IT systems are included in price.</p> <p>Travel, board and lodging expenses are for the account of the participants.</p>
Course requirements	The respective requirements are stated in the course announcements. They have to be checked accurately. The number of participants is limited in the interests of achieving good training results. The registrations are considered in the order of their arrival in case of overbooking.
Course cancellation	<p>SANTIS can cancel the course due to low numbers of participants without any cost effect until one month prior to the course start date. The participants are promptly informed about it. If SANTIS has to cancel a course, the participant is entirely credited for the course fee (written credit entry) or paid out by request.</p> <p>SANTIS undertakes everything in order to carry out all course elements on the planned dates in due form. SANTIS informs the participants as soon as possible if a course day has to be cancelled nevertheless and makes up for the cancelled course day at a new date. All claims for damages of any kind are explicitly excluded.</p>
Seminar confirmation / Certificate	All participants receive a seminar confirmation resp. a certificate in case of a successful completion of seminar.
Language of contract	Language of contract is German.



**Cancellation /
Change of reservation**

The registration is obligatory. If the participant is unable to attend he/she may change a reservation or unsubscribe in writing without any cost effect up to 10 working days prior to commencement of course (the point in time of arrival at SANTIS is relevant). In case the cancellation of reservation is effected after the expiration of this deadline the following conditions are applied:

Fewer than 10 working days – 50% of total course cost
Fewer than 5 working days – 100% of total course cost
Absence of course – 100% of total course cost

A change of reservation or an unsubscription is to be made in writing (letter, fax, e-mail), which has to be confirmed by SANTIS in writing too (letter, fax, e-mail).

**Guarantee and
liability**

Any possible deficiencies have to be immediately reported orally or in writing. Advanced defects liability – in particular liabilities of claim for damages for all time and effort which resulted from deficiency as well as claims for missed profits – are explicitly excluded.

Copyright

Courseware and software (system software and all applications) used in the course are covered by copy right and are personal. It is neither allowed to copy software nor to be taken out the class room.

The courseware, text and photos are neither to be copied, reprinted, translated, electronically processed nor to be circulated internally or externally without written approval by SANTIS.

Virus

SANTIS makes great efforts on maintaining the infrastructure virus-free. However it cannot guarantee this. If participants copy data from SANTIS computers, no liability for virus-related damages can be assumed.

**Change of General
Terms and Conditions**

SANTIS reserves its rights to change these General Terms and Conditions at all times. The current General Terms and Conditions are effective up to the time of conclusion of the contract as published on the website of www.santis-training.ch.

Liability

SANTIS disclaims any liability for itself or for people it has appointed, except for intention or gross negligence.

Insurance

Each participant is responsible for adequate insurance coverage when visiting courses and events organised by SANTIS. SANTIS cannot be held liable for thievery and loss.

Court of jurisdiction

Swiss law applies. **The court of jurisdiction is Zürich.**

This translation is provided for information purposes only and has no legal force.

General Terms and Conditions for Public Courses dated September 1, 2009