

General terms and conditions

Execution of services

BTF is committed to carrying out courses and congresses to its best ability. BTF is not required to meet any obligations if it is completely or partially unable to do so due to circumstances beyond its control. BTF reserves the right to cancel or postpone courses and congresses in the event of insufficient participation or circumstances beyond its control either before or during the course or training. Participation fees that have been paid would then be reimbursed.

Registration

Registration fees will have to be credited to our bank account before the start of the course. If we did not receive your payment at that time, we kindly request you to prepare a copy of your bank transfer and hand it in at the desk on site or pay by credit card.

Cancellation fee

In case of cancellation up until 20 working days before the start, an administrative fee of 45 Euros will be charged. In case of cancellation within 20 working days before the start, the complete costs will be charged. In case of mid-course termination in participation during long-term courses, there will be no reimbursement of the participation fee. In case of payment in terms, all of the terms need to be paid. If BTF has come to an agreement with a client about a course and BTF has committed to a third party, the client or participant will be charged any irreclaimable costs in case of cancellation by the client or participant.

No show

In case you do not attend the course or congress or do not cancel your participation in time, the complete participation fee will be charged.

Replacement

In case of absence of a participant, a substitute can take his/her place. Absence and/or replacement of a participant needs to be reported to BTF immediately. Replacement is not allowed after the course or congress has started.

Fee

BTF reserves the right to change its fees, on the understanding that after confirmation of a course or congress with regard to BTF, the fee stated at the moment of confirmation will be applied, unless both parties have agreed otherwise.

**Intellectual property of training materials**

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