

Terms and Conditions for con terra training courses

1 Prices and Services

con terra provides a workplace for every single participant, for an in-person training as computer workplace and for a live online training as virtual classroom with all necessary and licensed software.

Course fee includes the training material, a qualified trainer that offers permanent support during the training as well as the use of the con terra hotline support for the four weeks following the training. While an in-person training the con terra provides lunch snacks and beverages during the breaks.

con terra reserves the right to revise and update course content and training material.

Participants receive a personal certificate of attendance after the successful completion of a course.

The course fee, as stated in the offer, is charged after the completion of the course. A fourteen-day term of payment applies.

2 Registration and Booking

Registration for all courses can be effected in writing by email, mail, fax or the con terra online registration form.

The number of participants for all courses is limited. In case of overbooking, the chronological order in which con terra received the registrations applies. Only a written registration is binding and will be confirmed in a timely manner.

3 Cancellation and Changes in Registration

If a participant is not able to attend a booked course, it is possible to cancel the reservation free of charge up to ten business days prior to the course date.

Cancellation of a course registration by the customer less than ten business days prior to the course date will be charged with 50% of the course fee. Non-attendance (no-shows) during the whole or during parts of the course will be charged with the full course fee.

4 Course Cancellation

con terra reserves the right to cancel a course for organizational reasons or due to non-attainment of the minimum number of participants. Alternative dates will be communicated immediately. The course fee will

not be charged until after the participation in the course on the alternative date. The customer's claims for damages are excluded.

5 Liability

In case of a cancellation due to sickness of the trainer or force majeure there is no entitlement to the realization of the course. In such cases, con terra is not liable for incurred costs including, but not restricted to travel and/or accommodation cost as well as loss of working time.

6 Copyrights

It is prohibited to reproduce, process, copy or use training material or parts of training material in any way - including educational purposes - without a written consent.

con terra may use software and demo data during training sessions that may be protected by copyrights. It is prohibited to copy software or data and to remove them from the training room.

7 Data safety/security

con terra is not liable for any damages that might be caused by computer viruses on any devices through copied data. The use of a participant's personal storage device on the con terra system is generally prohibited without the consent of the trainer.

8 Scope of Conditions

In individual offers different terms and conditions may be defined. In such cases these different terms and conditions are binding. For individual trainings on site or trainings as are part of events additional or different terms and conditions may apply. These different terms and conditions can be found in the respective descriptions.

This document is a translation of the original German version (www.conterra.de/teilnahmebedingungen). In case of differences the German version is compulsory.