

General Terms and Conditions for Corporate Training Workshops

Effective Date: 01.10.2023

Article 1 - Definitions

- **Workshop:** A training session conducted by InterAction Education for participants focusing on specific corporate skills. This can refer to any length of training anywhere from short coaching sessions to week-long programs to ongoing regular appointments with no set end-date.
- **Agreement:** Contract between InterAction Education and the participant for corporate training services.
- **Participant:** This may be a private individual or a company as an entity, where the employees of said company are the intended learners.
- **You:** A natural person participating in the workshop and/or contract agreement.

Article 2 - Applicability

1. These General Terms and Conditions apply to all agreements between InterAction Education (the entrepreneur) and you regarding a corporate training workshop.
2. If InterAction Education also uses other (industry-related) general terms and conditions, and these conditions have not been established in consultation with consumer organizations, then these conditions do not apply to the agreement. However, the most favorable provision for you applies in case of contradiction.
3. The following documents are part of the agreement: a. Workshop offer b. Payment arrangement c. Privacy and Cookie Statement (see [website](#) for more details).

Article 3 - Workshop Offer

1. InterAction Education ensures that the workshop offer contains necessary information for you to assess the agreement properly. This includes workshop details, language, trainer-to-participant ratio, start, duration, and end of the workshop, the mode of delivery, and the price.
2. InterAction Education must provide you with clear and understandable information about: a) the identity of the Entrepreneur, b) main characteristics of the workshop, c) the price, including taxes, and payment methods. Some of this information can be found on the [website](#).
3. The workshop will not be offered before the withdrawal period has expired unless expressly planned within the withdrawal period. InterAction Education will not start the session before your explicit consent unless your consent is not the only consent necessary for the participants of the workshop (ex. private individuals attending a publicly offered workshop).

Article 4 - Workshop Agreement

1. The agreement is concluded at the moment of your acceptance of the offer.
2. If the agreement is concluded electronically, InterAction Education will confirm receipt of the acceptance electronically, and you can dissolve the agreement until confirmation is received.

3. InterAction Education will provide you with written information about the workshop, including details mentioned in Article 3, before the execution of the agreement.

Article 5 - Cancellation & Termination

1. You can reschedule the workshop at any time to a mutually decided appointment.
2. You can cancel the workshop at any time. In the case of cancellation, the following fees apply based on the duration before the workshop start date:

Duration Before Start	Cancellation Fee
Up to 2 Weeks	25% of Agreed Price
Less Than 2 Weeks	50% of Agreed Price

2. Cancellation before the start must be done in writing or electronically.
3. Within fourteen days of concluding a distance agreement regarding a workshop, you have the right to dissolve the agreement without giving any reason. This clause is considered null and void if the workshop is planned to take place within these fourteen days.
4. In the event of dissolution, you must return any provided workshop materials, and InterAction Education may charge direct return costs to you.
5. In the event that InterAction Education must cancel the appointment and no rescheduling can be agreed upon by both parties, no cancellation fee is applicable.
6. InterAction Education reserves the right to waive the cancellation fee.

Article 6 - Copyright

1. The provided workshop materials are exclusively intended for personal use. All materials provided by InterAction Education, such as presentations, handouts, and exercises, are subject to copyright belonging to InterAction Education or third parties. Reproduction or distribution to third parties without explicit permission is prohibited.

Article 7 - Price Changes

1. Price changes within three months after the agreement's conclusion but before the workshop will not affect the agreed-upon price.
2. You have the right to terminate the agreement if the price is increased after three months but before the workshop, excluding changes resulting from the law.

Article 8 - Delivery

1. Workshops will be delivered either in-person, virtually, or as a hybrid; as per the workshop offer and the negotiations between InterAction Education and the participants.
2. Any verbal changes to dates or methods of delivery are binding, but should be put into writing if possible to avoid unclear agreements.

Article 9 - Conformity and Non-performance

1. The workshop and provided materials must meet your reasonable expectations.
2. If one party is in default, the other party may terminate the agreement unless the default is minor.

Article 10 - Payment

1. Payment is made by the agreed-upon method before the start of the workshop.
2. Payment for the workshop takes place before the start of the training.

Article 11 - Late Payment

1. After the expiration of that date, the entrepreneur will send a free payment reminder and give you the opportunity to pay within 14 days after receiving this payment reminder.
 - a. If you do not meet your payment obligation(s) in a timely manner, the entrepreneur will send you a reminder. You will be given an additional 14 days to pay.
 - b. If you have not paid after the expiration of this period, the entrepreneur is entitled to charge the statutory interest on the amount still due and the extrajudicial collection costs.
 - c. These collection costs amount to a maximum of 15% on outstanding amounts up to € 2,500; 10% on the subsequent € 2,500, and 5% on the following € 5,000, with a minimum of € 40.
 - d. InterAction Education may deviate from the specified amounts and percentages in favor of you.

Article 12 - Suspension During the handling of a complaint or dispute, InterAction Education will suspend interest and collection costs.

Article 13 - Liability of InterAction Education The liability of InterAction Education for damage is limited to compensation for direct damage.

Article 14 - Confidentiality Information provided by you is treated confidentially by InterAction Education and adheres to privacy legislation.

Article 15 - Questions and Complaints InterAction Education intends to answer questions or complaints promptly. For administrative or content-related concerns, InterAction Education can be reached by telephone and email. See the [website](#) for current contact information.

Article 16 - Dispute Settlement

1. The agreement is governed by Dutch law, unless the law of another country applies on the basis of mandatory law.
2. An official submission of a complaint to InterAction Education is required as well as a period of 30 days after confirmed receipt of said complaint to allow InterAction Education to an opportunity to respond appropriately to the dispute.

Note: These terms and conditions are subject to change, and any updates will be communicated to participants.