

Terms and Conditions for KDAB Scheduled Training Courses (except France)

Confirmation of training: All training courses are confirmed in an email sent to the address specified during the registration.

Information about the location of the venue: On receipt of registration, information about the location of the training is sent in the confirmation email.

Training fees: Training fees are due upon receipt of the invoice. Where a registration is received within 30 days of the course start date, KDAB reserves the right to request credit card details to secure the fee payment. Should no fee have been received by KDAB the day before the course commences, the participant will be refused admission, and KDAB bears no responsibility for expenses incurred by the participant. KDAB will make best efforts to inform a participant of their being denied access to the course. It is the sole responsibility of all participants to ensure their fee has been paid before travelling to attend the course. No further deductions are accepted. All indicated prices are exclusive of VAT and applicable to all local charges.

Training fees include:

- a. **For training provided in a KDAB facility:** delivery of the course, printed course materials, use of software and computers as appropriate for the training in question and as announced in the training description, light refreshments during morning and afternoon breaks, and lunch. Training fees do not include accommodation, meals not listed above, travel, or any other expenses incurred by the participants.
- b. **For remote training:** delivery of the course via a video conference and course material in pdf format.

Cancellations by the participant:

- a. **For training provided in a KDAB facility:** In the event of cancellation up to 4 weeks before the start of the event, cancellation is free of charge. In the event of cancellation after this period and up to 14 days before the start of the event at the latest, 50% of the participation fee will be charged as a cancellation fee. In the event of cancellation after this time or non-participation (a no-show), 100% of the participation fee will be retained and not refunded. Substitutions can be made as described below. These fees apply in all instances after a confirmation email has been sent, irrespective of whether KDAB has issued an invoice.
- b. **For remote training:** In the event of cancellation up to 14 days before the start of the event, cancellation is free of charge. In the event of cancellation after this period and up to 3 days before the start of the event at the latest, 50% of the participation fee will be charged as a cancellation fee. In the event of cancellation after this time or non-participation (a no-show), 100% of the participation fee will be retained and not refunded. Substitutions can be made as described below. These fees apply in all instances after a confirmation email has been sent, irrespective of whether KDAB has issued an invoice.

All cancellations must be received in an e-mail sent to training@kdab.com.

Cancellations/Changes of the location of the venue and date by KDAB: All confirmed training courses will not be cancelled except for cases of force majeure. In the unlikely event of having to change the location of the venue due to circumstances beyond the control of KDAB or change the date of the training due to unexpected unavailability of the trainer, the participant will be informed as early as possible. If the participant is unable to attend the training on the new date or at the new location, they will be refunded 100% of the training fee. KDAB shall not be liable for any additional cost the customer may incur due to a change of location or date.

Substitutions: Customers are welcome to substitute training participants free of charge until one day before the training starts by writing to training@kdab.com. No substitutions are permitted after the training has commenced.

Disability and special dietary requirements: for training provided in a KDAB facility, customers are asked to inform KDAB about disabled access requirements when registering for training and special dietary requirements no later than two weeks before the training. Special dietary requirements are catered for on a best-efforts basis.

Security and code of conduct: Customers agree to abide by all security regulations of the training venue and to maintain professional conduct at all times while at the training facility.

Copyrights/Intellectual property: All copyrights, patents, designs and other intellectual property rights in or relating to any training materials provided or made available in connection with our courses remain the sole property of KDAB and/or its partners. No part of any course materials may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, or translated into any language without the prior written permission of KDAB.

General: These terms and conditions set out above represent a complete statement of the agreement between the parties and supersede all prior discussions, correspondences and representations. These terms and conditions are subject to change without notice, and changes will apply to any enrolment/course order received after the date of the change. These terms and conditions may not be varied except in a written agreement signed by the Training Director or a Managing Director of a KDAB Group company. KDAB's acceptance of a purchase order containing different terms and conditions does not modify or supersede these terms and conditions. This agreement shall be governed by and interpreted in accordance with the laws of the Federal Republic of Germany.

Last updated: 11/2023