



# General Terms of Sale NBN Learning Solutions

NBN Learning Solutions is an integral part of the Bureau for Standardisation (NBN) and is responsible for organising open training courses, events and corporate in-house training on management standards.

These terms apply to open training courses (paid and free) as well as events (paid and free) organised by NBN Learning Solutions.

## 1. Registration

Registration in an open training course can be done online (via the website: <https://www.nbn.be/en/understanding-standards/training-calendar> or in writing (by email [learningsolutions@nbn.be](mailto:learningsolutions@nbn.be)). Registrations by email are personal and nominative which means that if a participant wishes to cancel or modify their registration in order to be replaced by someone else, they must duly notify NBN Learning Solutions of this in writing.

## 2. Invoicing and payment

The price indicated in the description of the open training courses includes catering as well as the documentation relating to the course, unless otherwise stipulated (explicitly indicated in the training programme). All the prices shown are exclusive of 21% VAT. The training courses organised exclusively for NBN experts are free, unless otherwise stipulated.

The invoiced amounts must be paid within 30 days from the date of issue. No other payment terms will be accepted. If the invoice has not been paid by the due date (the value date of NBN's bank account will serve as proof), the amount will be increased automatically, rightfully and without prior notice by a fixed amount of 10 % of the principle amount with a minimum of EUR 25 without prejudice to NBN's right to claim compensation for any legal costs or recovery costs.

### 3. Cancellation

#### a) Cancellation by NBN

NBN Learning Solutions shall do everything in its power to ensure that the programmed training courses take place. However, in some cases, and for objective reasons (for instance, a speaker who is absent or prevented from attending, or an insufficient number of participants), a training course may be cancelled. In this case, participants who have already registered will be duly informed and, if necessary, will be given the chance to choose to participate in said training course at a later date. If the participant chooses not to attend a session at a later date, they will be reimbursed the registration fees already paid.

#### b) Cancellation by the participant

##### i) Paid open training courses and events

If a participant wishes to cancel their registration, they must do so in writing by sending an email to the organisers at [learningsolutions@nbn.be](mailto:learningsolutions@nbn.be). To avoid costs, you can always be replaced free of charge by a colleague. If you wish to postpone your participation to attend the same training course at a later date, this will also be considered as a cancellation, and the same terms and principles will apply.

The principles applied in case of cancellation:

- If the registration is cancelled up to three weeks before the start of the training course or event, 10 % of the invoiced amount will be due, with a minimum charge of EUR 50.
- If cancelled less than three weeks before the start of the training course or event, the total amount of the registration fee will be due.

In case of force majeure, as stipulated by law and relevant jurisprudence, trainings will be rightfully cancelled, without any indemnification at the expense of the participants.

For cancellations because of a disease or illness, and when a medical statement is provided, there are two options: a reimbursement through credit note or participation in the next training offered by NBN. When the participant chooses the latter option, we will automatically transfer the previous payment to his or her new file.

##### ii) Free open training courses and events

If a participant wishes to cancel their registration, they must do so in writing by sending an email to the organisers at [learningsolutions@nbn.be](mailto:learningsolutions@nbn.be). To avoid costs, you can always be replaced free of charge by a colleague. If you wish to postpone your participation to attend the same training course at a later date, this will also be considered as a cancellation, and the same terms and principles will apply.

The principles applied in case of cancellation or non-participation:

- If the registration is cancelled with warning up to seven working days before the start of the training course or event, a late cancellation fee of EUR 50 will be due.
- In case of non-participation in the training course or event, a no-show fee of EUR 75 will be due.

The registration shall be rightfully cancelled without compensation of any sort at the expense of the participant, in all cases of force majeure recognised by law and case law.

#### **4. Standards and copyright**

Standards are protected by copyright and, therefore, the standards distributed to the participants as part of the training courses cannot be published, copied or distributed in any form or medium.

#### **5. General terms and confidentiality**

Unless otherwise stipulated in these Terms, NBN's General Terms of Sale and Confidentiality are applicable and can be consulted on our website <https://www.nbn.be/en/terms-conditions> .

\*These terms are applicable as of 12/12/2019